DOCUMENT RESUME

ED 364 233 IR 054 721

AUTHOR	Haynes, Craig, Comp.
TITLE	Providing Public Services to Remote Users. SPEC Kit 191.
INSTITUTION	Association of Research Libraries, Washington, D.C. Office of Management Services.
REPORT NO	ISSN-0160-3582
PUB DATE	Jun 93
NOTE	197p.
AVAILABLE FROM	Association of Research Libraries, Systems and Procedures Exchange Center, Office of Management Services, 21 Dupont Circle, N.W., Washington, DC 20036 (Prepayment required).
PUB TYPE	Collected Works - General (020) -- Reports - Research/Technical (143) -- Tests/Evaluation Instruments (160)
EDRS PRICE	MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS	*Academic Libraries; Bibliographic Databases; Delivery Systems; Higher Education; Interlibrary Loans; Library Guides; *Library Services; Library Surveys; Mail Surveys; Online Systems; Outreach Programs; *Reference Services; *Research Libraries; Trend Analysis; User Needs (Information); *Users (Information)
IDENTIFIERS	Association of Research Libraries; *Remote Access

ABSTRACT

This flyer and kit present results of a survey conducted by the Systems and Procedures Exchange Center (SPEC) of the Association of Research Libraries (ARL) about providing public services to remote users, as well as a variety of documents pertaining to services to remote users. In February 1993, a SPEC survey of 108 ARL members was answered by 75 libraries. Responses indicated increased use of remote services, including circulation services and interlibrary loan, with further increases forecasted. Documents attached to the survey results include: (1) policy statements from two libraries; (2) user guides from 14 libraries; (3) remote access patron registration documents from 3 libraries; (4) searching guides to the online book catalog from 2 libraries; (5) bibliographic database searching guides from 5 libraries; (6) circulation policies and services statements from 5 libraries; (7) interlibrary loan documents from 4 libraries; (8) library delivery systems descriptions from 6 libraries; (9) document delivery services descriptions from 2 libraries; (10) photocopy services descriptions from 2 libraries; (11) electronic reference services descriptions from 4 libraries; and (12) technical help materials from 3 libraries. A list of nine selected readings is included. (SLD)

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SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Kit 191

Providing Public Services to Remote Users

ED 364 233

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SYSTEMS AND PROCEDURES EXCHANGE CENTER

Flyer 191

Providing Public Services to Remote Users

June 1993

INTRODUCTION

Remote access to the library's electronic information system has created an expanding and increasingly distinct user group. Some refer to these users as "invisible patrons." Though they may in fact be invisible, they are by no means silent. As evidence of this, a significant number of ARL libraries are extending various public services to remote access patrons.

In 1986, fifty-seven (48%) ARL libraries were identified as providing remote access. In February 1993 a SPEC survey was conducted by the ARL Office of Management Services to determine the number of ARL libraries offering electronic information access initiatives and services to remote access patrons (RAPS). Seventy-five libraries (69%) of the 108 ARL libraries surveyed responded; 72 (67%) indicated that remote access is available (a 26% increase over those providing remote access identified in the 1986 survey).

For the purposes of this survey, remote access patrons (RAPS) were defined as persons who connect to the library's electronic information system from a site other than the main library and its campus branches and who subsequently request library services. Public services (as used here) encompass, but are not limited to, the traditional services of circulation, reference, interlibrary loan, document delivery, and photocopy service.

SURVEY RESULTS

The objectives of the SPEC survey were: 1) to report the types of public services offered to remote access users and the extent and/or level of service rendered; 2) to determine how public services are delivered to remote access users; and, 3) to ascertain how public services to remote access patrons are managed.

Management/Administration. Three basic models for managing public services to RAPS emerged from the data and comments received. In the first model, the sole supporting unit for public services to remote access patrons is the Public Services Department, with the reference unit mentioned most often as providing service(s) to RAPS. Based on the comments received, a significant amount of service (both technical and bibliographic) is provided to RAPS from the reference desk.

In the second model Library Systems/Automation is the supporting unit for public services to RAPS, seemingly due to the fact that remote access by its very nature is largely a technical enterprise. The third model is a combined effort in which Systems/Automation and Public Services collaborate to supply personnel and services to RAPS.

Twelve libraries (17%) indicated that they have a formal policy on remote access. The majority of respondents (79%) reported that they do not have a formal policy on remote access. Moreover, five libraries (7%) indicated that they have a formal policy on public services for remote access users, while 63 libraries (88%) related that they do not have such a policy.

Staffing and support services. With regards to staffing and maintenance of public services to remote access patrons (RAPS), 30 libraries (42%) indicated that their public services departments are the sole supporting department. Sixteen libraries (22%) specifically mentioned Library Systems/Automation as the sole provider of public service support. Fifteen libraries (21%) reported that the Technical Services Unit supports services to RAPS and ten libraries (14%) reported that Library Systems/Automation and Public Services provide public service support to their remote access patrons.

OPAC Access. Seventy-one libraries (99%) reported that they provide remote access to their online catalog. The majority (92%) indicated that a password is not required for access. Fifty libraries (69%) responded that access to locally mounted bibliographic databases is available to RAPS. Twenty libraries (28%) indicated that remote access to CD-Rom workstations is provided. The majority (70%) reported that a password is not required for CD-Rom access.

Circulation. Forty libraries (56%) reported that they offer circulation services to RAPS. The survey revealed that renewal is the circulation service offered the most (83%). Twenty-five libraries (63%) reported that they support "borrowing," i.e., requests for library materials. Among responding libraries, the telephone (73%) and regular mail (58%) appear to be the chief options offered to remote users for requesting materials. Faxing (53%) and electronic mail (53%) are also options open to remote access users for requesting materials. Six libraries (8%) reported that RAPS may request materials online. Another

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innovative library reported that they provide a "1-800" number for their RAPS to request library materials.

The complement of the electronic request system is the library delivery system. Library delivery systems, which deliver and pick-up materials are operating on many campuses. Furthermore, it is evident from the documentation, that this is a value-added service on some campuses. In addition to library delivery systems, some libraries are using commercial and government courier services to service off-campus RAPS. Still other library information systems allow the user to electronically mail search results from bibliographic databases to their email boxes. A single command plus the user's email address is all that is required.

Twenty-one libraries (53%) indicated that they maintain a library delivery system for both dispatch and pick-up (return) of borrowed materials. Moreover, nine libraries (23%) specifically mentioned commercial and government courier services as additional means by which they deliver and pick-up materials borrowed by RAPS.

Interlibrary loan. Thirty-eight libraries (53%) reportedly offer ILL services to remote users. Six libraries (16%) noted that there are additional charges for this service. The survey indicates that this service is offered primarily to affiliated RAPS. Options for placing ILL requests are faxing (66%) and electronic mail (55%). Regarding delivery of ILL requests, choices available include mail (89%) and pick-up at the library (92%). Five libraries (13%) mentioned courier services, and four libraries (11%) listed the library's delivery system as a means of dispatch and return of interlibrary loan materials requested by remote access patrons.

Reference services (excluding telephone). Forty-six libraries (64%) indicated that reference service is provided to RAPS. According to survey responses, (46 respondents) electronic mail reference is offered by virtually all of them.

Mediated literature searching is offered to RAPS by 33 libraries (46%). Seventy per cent of the libraries offering mediated searching, offer electronic mail as one option for placing a search request. Sixteen libraries (48%) indicated that search results can be faxed, and 17 libraries (51%) reported that search results can be sent via electronic mail.

Technical assistance. Fifty-nine libraries (82%) offer technical assistance to remote users, this help includes computer-related and bibliographic-related questions. Thirty-nine libraries (66%) offer online help and 3 libraries provide interactive online help.

ISSUES AND TRENDS

Initially, RAPS tended to be the campus computer enthusiasts and local faculty. Survey data and documentation reveals that RAPS are increasingly those faculty, staff and students located away from the main campus. They are long-distance learners, and they are the disabled. They are affiliated and non-affiliated users, truly requiring the full range of public services. Furthermore, as access to library information systems via the Internet expands and as the number of persons retraining and retooling for new employment opportunities increases, it would appear that this trend will continue. In order to assure service quality, guidelines and policies should be formulated to keep services directed and focused. These guidelines and policies should also include an evaluative component to permit refinement and development from both a user and staff perspective.

If the trend toward designating the reference desk as the most desirable service point for RAP referrals continues, a number of questions will need to be addressed. What is the impact on in-house patrons? Is the reference staff the most appropriate service group to negotiate questions from RAPS? If so, training programs should be developed to assist reference staff in responding to the myriad of both technical and bibliographic questions that will invariably ensue from these users.

As libraries work toward making the "library without walls" a reality, remote access to the library's electronic information system is only a part of the picture. Provision of the full range of quality public services will play a critical role. Remote users will greet each new service with enthusiasm. The genuine excitement within their ranks will continue to grow, along with their expectations for expanded library services. For the library, providing these services and assuring their quality will continue to be a challenge, especially as higher education faces continued economic challenges. The libraries with successful public services programs for remote users will be those who view these service challenges as yet another opportunity for leadership and entrepreneurship.

This SPEC Kit and flyer was compiled by Craig Hay[illegible]s, Head, Medical Center Library, University of California, San Diego, and was prepared as part of the OMS Collaborative Research/Writing Program.

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SPEC Kits (ISSN 0160 3582) are available mainly by subscription. Individual back issues may be purchased from ARL, Office of Management Services, 21 Dupont Circle, Washington, DC 20036. Pre-payment is required. (ARL members may be billed.) Payment must accompany order. Price includes library rate postage if shipped in the United States. For orders shipped UPS, add $5.50 per issue. All orders to Canada must add $5.50 per issue for shipping and handling. All shipments to countries other than the United States and Canada must add $10.00 per issue for shipping and handling.

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

Providing Public Services to Remote Users

A SPEC Kit compiled by
Craig Haynes, Medical Center Library,
University of California, San Diego

June 1993

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SPEC Kits are published by the
Association of Research Libraries
Office of Management Services
21 Dupont Circle, NW
Washington, DC 20036
(202)296-8656
FAX (202)872-0884

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ISSN #0160 3582

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In 1993, the Systems and Procedures Exchange Center (SPEC) celebrates its 20th year of promoting experimentation, innovation, and improved performance in the field of library management through the publication of the SPEC Kit series. Established in 1973, the primary goal of the SPEC Program is the identification of expertise and the encouragement of its exchange among library staff. SPEC serves as a central information exchange among ARL members and other members of the library community world-wide for information useful for strengthening library operations and programs. Through survey and review processes, SPEC gathers, analyzes, and distributes information on the management of human and material resources in libraries, including current library issues, trends, and management techniques.

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Kit 191

Providing Public Services to Remote Users

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SURVEY RESULTS

ASSOCIATION OF RESEARCH LIBRARIES
OFFICE OF MANAGEMENT SERVICES
1527 New Hampshire Avenue, N.W., Washington, D.C. 20036
202-232-8656 FAX 202-462-7849

TO: SPEC Liaisons

FROM: C. Brigid Welch, Program Officer for Information Services
Craig Haynes, Head, Medical Center Library, University of California, San Diego

DATE: 12 February 1993

SUBJ: SPEC Survey and Call for Documents on Public Services to Remote Users

This SPEC survey seeks to gather information on the topic of public services for remote access users from selected ARL members. A SPEC Kit featuring responses and documentation from ARL members who are providing either limited or enhanced public services to remote users of their library's electronic information system will be available later in 1993.

The type(s) of documentation sought in the compilation of this kit should include brochures, printouts of system menus and help screens, handouts, instructional and technical guides, that describe, inform and instruct remote users in the use of the library's electronic information system(s) and public services.

The following definitions will be useful as you prepare your response:

Remote Access is defined here as the availability of the library's information system through terminals, microcomputers and modems from virtually any location.

Public services are defined here as the following: circulation, reference, interlibrary loan, document delivery, online public access and instruction/technical help (bibliographic or computer).

Remote user groups encompass a variety of persons. Some campuses have satellite locations which creates on and off campus personnel. These users should definitely be considered in the completion of this survey.

Please return this questionaire and documents by **March 15, 1993**. If you have questions, contact Craig Haynes at the Medical Center Library, University of California, San Diego by telephone, (619) 543-6520 FAX, (619) 543-3289 or INTERNET, chaynes@ucsd.edu.

The survey and documents should be returned to **Craig Haynes, Head, Medical Center Library 8828, UCSD Medical Center, 225 West Dickinson St., San Diego, CA 92103 (619) 543-2772, FAX (619) 543-3289**

Thank you for your assistance.

ASSOCIATION OF RESEARCH LIBRARIES

OFFICE OF MANAGEMENT SERVICES

SPEC SURVEY–PUBLIC SERVICES FOR REMOTE USERS

Name:______________________________ Title:________________________

Library:______________________ Telephone:________________ Email:__________

1. Does your institution offer remote access to the library's electronic information system and services?
YES_____ NO_____ If NO, STOP here and return your response to address below.

2. What library department(s) is (are) responsible for maintenance and/or staffing of public services for remote access users?
_____Public Services _____Technical Services _____Other (Specify):

3. Does your library have a formal policy on remote access?
_____**Yes (Please enclose copies)** _____NO

4. Does your library have a formal policy on public services for remote access users?
_____Yes **(Please enclose copies)** _____NO

5. Indicate below OPAC (Online Public Access) services available to remote users? **(ENCLOSE APPROPRIATE DOCUMENTATION)**

A._____ONLINE BOOK CATALOG
Is a password required? _____YES _____NO
If "YES", Is a password available to non-affiliated users? _____YES _____NO

B._____LOCALLY MOUNTED DATABASES (e.g., bibliographic, etc.)
Is a password required ? _____YES _____NO
If YES, is a password available to non-affiliated users? ____YES _____NO

C._____CD-ROM WORKSTATIONS
Is a password required? _____YES _____NO
If YES, Is a password available non-affiliated users? _____YES _____NO

6. Which CIRCULATION SERVICES are offered to remote users?
Check out_____ Renewal_____ Holds_____ Other_____(Specify):

7. Which remote users are eligible for CIRCULATION SERVICES?
on-campus faculty_____ off-campus faculty_____ grads_____ undergrads_____on-campus staff_____off-campus staff_____ other_____(Specify):

8. How are books REQUESTED by remote users?
_____Electronic Mail_____Fax_____Telephone_____Mail_____Other (Specify):

9. How are books DELIVERED to remote users?
_____Mail_____Picked-up at library _____Library Delivery System _____Other (Specify):

10. How are books RETURNED by remote users?
_____Mail_____Dropped-off at library _____Library Delivery System _____Other (Specify):

11. Are INTERLIBRARY LOAN SERVICES (ILL) offered to remote users? _____YES _____NO
(ENCLOSE APPROPRIATE DOCUMENTATION)

12. Are there additional charges for ILL SERVICES to remote users? _____YES _____NO

12a. How are ILL items REQUESTED:
Electronic mail_____
Fax_____
Telephone_____
Other_____(Specify):

b) How are ILL items DELIVERED:
Mail_____
Fax_____
Picked-up at library_____
Other_____(Specify):

13. Which remote users are eligible for ILL SERVICES?
on-campus faculty_____ off-campus faculty_____ grads_____ undergrads_____
on-campus staff_____off-campus staff_____ other_____(Specify):

14. Are PHOTOCOPY SERVICES available to remote users? _____NO _____YES If YES, is there an additional charge for photocopy services to remote users? _____YES _____NO
(ENCLOSE APPROPRIATE DOCUMENTATION)

15. Which remote users are eligible for PHOTOCOPY SERVICES?
on-campus faculty______ off-campus faculty_____ grads____undergrads_____
on-campus staff_____ off-campus staff_____ other_____(Specify):

15a. How are copies REQUESTED:
Electronic mail_____
Mail_____
Fax_____
Other_____ (Specify):

b) How are copies DELIVERED:
Electronic mail_____
Mail_____
Fax_____
Other_____(Specify):

16. Are REFERENCE SERVICES (excluding telephone) offered to remote users?_____NO _____YES
If YES above,

a) How are queries RECEIVED:	b) How are queries ANSWERED:
Electronic mail_____	Electronic mail_____
Fax_____	Fax_____
Other_____(Specify):	Other_____(Specify):

(ENCLOSE APPROPRIATE DOCUMENTATION)

17. Are MEDIATED ONLINE SEARCHES offered to remote users? _____YES _____NO
If YES above,

a) How are searches RECEIVED:	b) How are searches DELIVERED:
Electronic mail_____	Electronic mail_____
Fax_____	Fax_____
Mail_____	Mail_____
Other_____(Specify):	Other_____(Specify):

18. Which remote users are eligible for MEDIATED SEARCHES?
on-campus faculty_____ off-campus faculty_____ grads_____ undergrads_____on-campus staff_____
off-campus staff_____ other_____(Specify):

19. Does the library offer TECHNICAL HELP (e.g., computer-related or (bibliographically-related) to remote users? _____YES (Please describe briefly): _____NO

20. How do remote users receive TECHNICAL HELP?
Online help screens_____ Telephone_____ Interactive online help_____ Other_____(Describe):

21. Other comments about your experience with providing public services to remote users:

Please return your completed survey and any appropriate documentation by 15 March 1993 to:
Craig Haynes, Head, Medical Center Library 8828, UCSD Medical Center, 225 West Dickinson St., San Diego, CA 92103 (619) 543-2772; FAX (619) 543-3289; chaynes@ucsd.edu (Internet)

SPEC SURVEY--PUBLIC SERVICES FOR REMOTE USERS
Summary of Responses

1. Does your institution offer remote access to the library's electronic information system and services?

YES: 72 (96%) NO: 3 (4%) If "NO", stop here. Thank you for your response. If "YES",

2. What library department(s) is responsible for maintenance and/or staffing of public services for remote access users?

N=72
Public Services: 59 (82%) Tech Services: 15 (21%)
Other: 26 (36%) (Specify:)

"Other" responses included:
Library Systems/Automation = 16
Statewide University Library System = 1
Library Technology Services = 1
Academic Computing = 1
Administrative Services 1
Access Services = 1
Network Services = 1
Library Systems in coordination w/University Computer Center = 1
Automated Services/Community Services = 1
Computer based resources and services = 1
Systems office & Computing Centre & Public Services = 1

Comments:
*Online Catalog Advisory Committee which combines members from both Public Services and Technical Services.

*Maintenance is handled by Library Systems and staffing is handled by Public Services.

*Design, documentation, training and support is performed by the Public Services staff. Library Systems provides technical support with some assistance from campus Academic Computing.

3. Does your library have a formal policy on remote access? (ENCLOSE APPROPRIATE DOCUMENTATION)

N=72
YES: 12 (17%) NO: 57 (79%) NO RESPONSE = 4%

4. Does your library have a formal policy on public services for remote access users?

N=72
YES: 5 (7%) NO: 63 (88%) NO RESPONSE = 5%

5. Indicate below OPAC (Online Public Access) services available to remote users?
(ENCLOSE APPROPRIATE DOCUMENTATION)

N=72

A. ONLINE BOOK CATALOG: 71 (99%)
Is a password required ? YES: 5 (7%) NO: 65 (92%)
NO RESPONSE = 1%

If "YES", is a password available to non-affiliated users ?
YES: 2 (40%) NO: 3 (60%)

B. LOCALLY MOUNTED DATABASES (bibliographic, etc.): 50 (69%) Is a password required?
YES: 42 (84%) NO: 8 (16%)

If "YES", is a password available to non-affiliated users ?
YES: 1 (2%) NO: 34 (81%) NO RESPONSE = 17%

C. CD-ROM WORKSTATIONS 20 (28%)
Is a password required ? YES: 6 (30%) NO: 14 (70%)

If "YES", is a password available to non-affiliated users ?
YES: 1 (17%) NO: 5 (83%)

6. Which CIRCULATION SERVICES are offered to remote users ?

N=40
Check out: 25 (63%) Renewal: 33 (83%) Holds: 23 (58%)
Other: 10 (25%) (Specify):

"Other" responses included:
Recalls: 3
Patron file information available online: 2
Circulation status available online: 2
Delivery to another library for check out: 1
Book/document delivery requesting feature: 1
Searches: 1
Paging from storage facility: 1

7. Which remote users are eligible for CIRCULATION SERVICES ?

on-campus faculty: 34 (85%); off-campus faculty: 41 (100+%); grads: 36 (90%);
undergrads: 31 (78%) ;
on-campus staff: 32 (80%); off-campus staff: 34 (85%)
other: 17 (43%) (Specify):

"Other" responses included:
Holders of fee-based library cards: 10
Public: 4
Statewide Network Users: 3
Alumni: 2

Friends of the library: 1
Guests: 1

8. How are books REQUESTED by remote users ?

Electronic Mail: 21 (53%) Fax: 21 (53%) Telephone: 29 (73%)
Mail: 23 (58%) Other: 14 (35%) (Specify):

"Other" responses included:
Automated request command available in OPAC: 6
Courier: 2

Comments:

* Long distance education students have a 1-800 number in order to place book requests.

* Books check out and delivery is requested via ORION Express, a document delivery feature of the OPAC.

9. How are books DELIVERED to remote users ?

Mail: 21 (53%) Picked-up at library: 30 (75%) Library Delivery System: 22 (55%)
Other: 8 (20%) (Specify):

"Other" responses included:
Commercial or government courier service: 5
Campus mail: 2
University delivery system: 1

10. How are books RETURNED by remote users ?

Mail: 28 (70%) Dropped-off at library: 39 (98%) Library Delivery System: 21 (53%)
Other: 9 (23%) (Specify):

"Other" responses included:
Commercial or government Courier: 4
Campus mail: 2
University delivery system: 2
University van: 1
Regional library delivery service: 1

11. Are INTERLIBRARY LOAN SERVICES (ILL) offered to remote users ?
(ENCLOSE APPROPRIATE DOCUMENTATION)

YES: 38 (53%) NO: 31 (43%) NO RESPONSE = 4%

12. Are there additional charges for ILL SERVICES to remote users ?

YES: 6 (16%) NO: 32 (84%)

A. How are ILL items REQUESTED:

N=38
Electronic mail: 21 (55%)

Fax: 25 (66%)
Telephone: 16 (42%)
Other: 20 (53%) (Specify):

"Other" responses included:
Mail: 8
Campus mail: 1
Electronic network: 1
Hold feature in OPAC: 1
Dropped-off at library: 1
OPAC direct charge: 1
CWIS online request: 1

B. How are ILL items DELIVERED:

N=38
Mail: 34 (89%)
Fax: 24 (63%)
Picked-up at library: 35 (92%)
Other: 17 (45%) (Specify):

"Other" responses included:
Commercial or government courier service: 5
Library delivery system: 4
Campus mail: 2
Delivery system: 2
Statewide delivery system: 1

13. Which remote users are eligible for ILL SERVICES ?

N=38
on-campus faculty: 36 (95%) off-campus faculty: 38 (100%)
grads: 38 (100%) undergrads: 28 (74%) on-campus
staff: 31 (82%) off-campus staff: 37 (97%)
other: 8 (21%) (Specify):

"Other" responses included:
Affiliates: 4
Fee-based service to Public: 1
Guests borrowers: 1
Visiting faculty: 1
Statewide extension employees: 1

14. Are PHOTOCOPY SERVICES available to remote users ?

YES: 41 (57%) NO: 24 (33%) NO RESPONSE = 11%

If "YES", Is there an additional charge for photocopy services to remote users ?

YES: 21 (51%) NO: 16 (27%) NO RESPONSE = 10%

15. Which remote users are eligible for PHOTOCOPY SERVICES ?

on-campus faculty: 27 (66%) off-campus faculty: 32 (78%)
grads: 23 (56%) undergrads: 16 (39%) on-campus
staff: 19 (46%) off-campus staff: 24 (56%) other: 17 (41%)
(Specify):

"Other" responses included:
Affiliates: 5
Off campus undergrads and grads, e.g., correspondence: 3
Fee-based service to Public: 1

A. How are copies REQUESTED:

Electronic mail: 18 (44%)
Mail: 33 (80%)
Fax: 34 (83%)
Other: 20 (49%) (Specify):

"Other" responses included:
Telephone: 9
In-person: 5
Online command in OPAC: 3
Campus mail: 2
University delivery system: 1

B. How are copies DELIVERED:

Electronic mail: 6 (15%)
Mail: 33 (80%)
Fax: 32 (78%)
Other: 17 (41%) (Specify):

"Other" responses included:
Library delivery system: 5
Courier: 5
Picked-up at library: 5
Campus delivery system: 3

16. Are REFERENCE SERVICES (excluding telephone) offered to remote users ?

YES: 46 (64%) NO: 20 (28%) NO RESPONSE = 8%

If "YES",

A. How are queries RECEIVED:

Electronic mail: 45 (99%)
Fax: 23 (50%)
Other: 19 (41%) (Specify):

"Other" responses included:
Mail: 15
OPAC online comments section: 1

B. How are queries ANSWERED:

Electronic mail: 41 (89%)
Fax: 23 (50%)
Other: 19 (35%) (Specify):

"Other" responses included:
Mail: 17

Comments:
*Formal electronic reference is not yet available, however some librarians send and receive email reference requests from faculty in their respective subject disciplines.

17. Are MEDIATED ONLINE SEARCHES offered to remote users ?
(ENCLOSE APPROPRIATE DOCUMENTATION)

YES: 33 (46%) NO: 33 (46%) NO RESPONSE = 8%

If YES,

A. How are searches RECEIVED:

Electronic mail: 23 (70%)
Fax: 19 (58%)
Mail: 27 (82%)
Other: 21 (64%) (Specify):

"Other" responses included:
Telephone: 15
Online: 1
Campus mail: 1

B. How are searches DELIVERED:

Electronic mail: 17 (52%)
Fax: 16 (48%)
Mail: 31 (94%)
Other: 15 (45%) (Specify):

"Other" responses included:
Picked-up in person: 9
Courier: 2
Campus mail: 1
Diskfile: 1
FTP: 1

18. Which remote users are eligible for MEDIATED SEARCHES ?

on-campus faculty: 28 (85%) off-campus faculty: 29 (88%)
grads: 27 (82%) undergrads: 24 (73%) on-campus
staff: 25 (78%) off-campus staff: 23 (70%)
other: 13 (39%) (Specify):

"Other" responses included:
Public: 10
Affiliates: 3

19. Does the library offer TECHNICAL HELP (e.g. computer-related or bibliographically-related) to remote users ?

YES: 59 (82%) NO: 8 (11%) NO RESPONSE = 7%

(If yes, please describe)

"Please describe" comments:

*The Reference Dept. tries to help and refers questions they cannot answer to our systems staff.

*Bibliographic help is provided by the library. Computer related questions are answered with the help of the university's Computer Services Dept.

*The library distributes handouts (1-2 pages) which explain passwords, software requirements for PC's and Mac's.

*The Information Technology Unit has a telephone Help Desk for log-on assistance.

*The library will offer bibliographic-related help or basic sign-on instructions for KERMIT users; other questions are referred to University Computing.

*Technical questions are answered by the library via telephone or email.

*Systems office staff answer questions relating to connectivity. Reference staff help with search questions, and offer some help regarding downloading.

*Very informally, as time allows. Very technical problems with connection are referred to the campus computer centre's help-line.

*Through technology office and systems office hot lines.

*Staff in the Library's System Department respond to computer-related queries usually received by telephone. The Coordinator of Off-Campus Services, offers bibliographic-related assistance and some technical assistance.

*The library offers basic trouble-shooting.

*Telephone queries or electronic mail queries are answered.

*One of our reference librarians will answer questions on terminal set-up as well as searching problems.

*Systems and reference staff assist with equipment and telecommunications problems.

*Reference staff provide whatever assistance they can over the phone or via email.

*We have a help line for remote dial-in to our network.

*Phone help or via email.

*The library gives advice on how to get in and out of the various services, equipment needed and how to connect, etc.

*The library receives technical questions at the reference desk via email or telephone.

*The Automation Office and the campus academic computing center provide online, e-mail, and on-site assistance.

*The library provides telephone assistance with all questions related to telecommunications, database availabilities, database programs.

*The library assists with basic instructions on how to logon and with problems remote users are having using the library catalogue.

*Technical assistance is offered from the Reference desk.

*We invite our users to call our reference departments for bibliographic assistance.

*The library offers brief help over the telephone.

*The Library Systems Department staffs a telephone Help Desk.

*Reference refers questions it cannot answer to Library Systems or Campus Computing Service.

*Remote users can call our Systems Helpline for Technical help.

*All public services desks assist remote users.

*For technical help university computing services, for searching help, reference center.

*We help patrons use the online catalog, i.e., read the screens, perform effective searches, etc. We will also walk them through the steps necessary to make the connection, but if they have difficulty with that, they are referred to Computer Services.

20. How do remote users receive TECHNICAL HELP ?

Online help screens: 39 (66%) Telephone: 56 (95%)
Interactive online help: 3 (5%) Other: 27 (46%) (Specify):

"Other" responses included:
Email: 15
Documentation: 4
Handouts: 3
Remote Users BBS: 1
University Computer Center Telephone Assistance: 1
Mail: 1

21. Other comments about your experience with providing public services to remote users:

*We are in the beginning stages of providing services and are experimenting with different approaches.

*Statistically, approximately 20% of all online use is now from remote users with some databases (Medline) higher than 50%.

*We will be providing remote access to our local Innopac system in early April 1993 via dial-in modems as well as the campus network.

*A formal policy on services to remote users has not yet been developed. Most requests are handled through Interlibrary Loans, telephone reference, and other existing programs.

*Deaf patrons can access the library via TDD to obtain reference assistance or leave messages.

*We currently have a team working on remote support. The team's charge is to develop a model with addresses remote consulting, information provision and referral for both users and staff.

*Re: remote access: It seems to be less personal -- Human interactions such as nodding, smiling, etc. missing.

*Reference question negotiation is different. Electronic back and forth messages to clarify and refine question and answer.

*Remote access to online library systems = 16% of access. For 1991-92 remote access doubled. This is a trend, we have to organize and offer more efficient and economical service to the remote users. How ? We are currently analyzing the situation, more planning and organizational changes will be needed on a short term basis.

*We do give remote access to the Library information system, which includes the catalog. But we don't offer the range of public services you list and we have no policy regarding public services for remote users. We do provide services such as reference and technical help to remote users of the system, but these are indistinguishable from the assistance we otherwise provide.

*I have had a little trouble defining remote users today.

*The libraries will implement a new online information system later this year, which will include capability to mount databases locally. Other new system features will also affect answers to this survey.

*We are only just beginning to develop policy and procedural documents to match practices developed in response to user needs. We have a formalized email reference service which has been promoted through logon messages on network systems. Also, we have developed an electronic ILL form for requesting materials.

*We will shortly be replacing our OPC and Circ Modules with a system with upgraded functionality. This will give remote users a higher level of direct access to library functions; i.e., place their own holds, review their borrower records, etc.

*We are hoping to offer some public services through our OPAC eventually. We are currently planning to offer patron initiated requests for retrieval of books in storage (delivery to owning library only at this stage) beginning next fall.

*We are in the process of assessing which services an upgraded library system will enable us to provide. High priority services: access to locally mounted databases; interlibrary loan requests; renewals; recalls.

*We are strengthening this area of service. Hope to have electronic forms, reference service available; plus training programs by late 1993.

*We have well over 1200 remote logins per day and this constituency is very important to us. Remote users are increasingly "power users" in the sense that they can print and download data, access Gopher and other information systems, etc. more easily than users in the library.

*Late this spring, the library will bring up Pac Search and will have much more experience with remote users.

*These services are in transition--we will soon offer electronic request capability. The above describes normal service to the academic community. We also offer a fee-based service to the business community, in which reference, database searching, and document delivery are delivered in response to any requesting mechanism the patron wishes to use.

*...our present automated systems have not allowed for a high level of remote access but this is currently changing as we move to install a new integrated online system. Many remote access policies are under review as a consequence.

List of Respondents

1. University of Alberta
2. Arizona State University
3. Auburn University
4. Boston University
5. Brown University
6. University of California at Davis
7. University of California at Irvine
8. University of California at Los Angeles
9. University of California at Riverside
10. University of California at San Diego
11. University of California at Santa Barbara
12. University of Chicago
13. University of Cincinnati
14. University of Colorado
15. Colorado State University
16. Columbia University
17. Dartmouth University
18. University of Florida
19. Florida State University
20. Georgetown University
21. University of Guelph
22. Harvard University
23. University of Houston
24. Howard University
25. University of Illinois-Urbana
26. University of Indiana
27. Iowa State University
28. Johns Hopkins University
29. Kent University
30. University of Laval
31. Louisiana State University
32. McGill University
33. McMaster University
34. University of Manitoba
35. University of Massachusetts at Amherst
36. Massachusetts Institute of Technology
37. University of Miami
38. Michigan State University
39. University of Michigan
40. University of Minnesota
41. University of Nebraska
42. University of New Mexico
43. New York University
44. North Carolina State University
45. Northwestern University
46. Notre Dame University
47. Ohio State University

48. University of Oklahoma
49. University of Oregon
50. University of Pennsylvania
51. Pennsylvania State University
52. University of Pittsburgh
53. Princeton University
54. Purdue University
55. Queen's University
56. Rice University
57. Rutgers University
58. University of Saskatchewan
59. University of Southern California
60. Southern Illinois University
61. SUNY Albany
62. SUNY Buffalo
63. Syracuse University
64. University of Tennessee
65. University of Texas at Austin
66. Texas A & M
67. University of Toronto
68. Tulane University
69. University of Utah
70. University of Virginia
71. University of Washington
72. Washington State University
73. Washington University, St. Louis
74. University of Western Ontario
75. York University

POLICY STATEMENTS

GEORGETOWN UNIVERSITY

THE AUTOMATION PLAN

A PLAN FROM THE AUTOMATION PLANNING COMMITTEE

5 AUGUST 1992

database of bibliographic information, called GEORGE, on its main computer system. The system uses the MARC record structure to contain the bibliographic information describing the Library's collection, much of the information downloaded from the Online Computer Library Center (OCLC), the Library's primary bibliographic utility.

The database is indexed by author, title and subject; Library of Congress, ISSN, ISBN, SuDoc and call numbers; and can be searched through keywords. Users may search the database using terminals in the Lauinger and Blommer libraries, or by dialing into the database from remote locations.

Because the database represents the owned and cataloged collection of the Library, location of information resources is provided to the user. In addition, because the bibliographic database is also linked to circulation transactions, availability status (on shelf, on loan) is also provided to the user simultaneously.

1.1 it is recommended that the Library expand the bibliographic database through the retrospective conversion of those information resources not yet represented in machine-readable form

This supports Objective 2.2.4 of the Library's strategic plan to "complete the retrospective conversion of bibliographic information so that machine-readable records of all Library holdings are available in an online catalog by 1997."

1.2 it is recommended that the Library maintain the integrity of the database

To ensure integrity, the records in the database should be in a standard MARC format and as free of errors as possible. Any error found should be expeditiously corrected. To further ensure database integrity, it is recommended that software be installed to facilitate downloading of bibliographic and authority records from multiple utilities. The software should include detailed error and duplicate record detection programs to assist Library staff in their goal of creating a clean and error free database.

1.3 it is recommended that the Library acquire hardware, software and telecommunications lines to increase the number of user terminals to search GEORGE within the Library, and to increase the number of simultaneous users dialing into GEORGE from locations physically remote to the Library

The Library should have enough terminals within the building so that users do not have to queue to search the database. Likewise, users querying the database from remote locations should not experience busy signals from telecommunications lines because all of the Library's main computer system's ports are in active session. GEORGE should be available from remote locations by using a variety of telecommunications means, such as voice lines attached to modems or data communication lines such as the HSN/ISN. Furthermore, users accessing GEORGE remotely should be provided the same functional capabilities as those searching GEORGE inside the Library.

1.4 it is recommended that the Library ensure that the system's response time to process any type of transaction affecting users (database query; discharging a lendable item; etc.) is as fast as possible

Because of the integrated nature of the system, users and staff are often employing the main computer system and its peripherals simultaneously for different applications and functions. User activities should not be slowed or made unavailable because of "background" (activities not initiated or viewable by the user) processing by the main computer system.

1.5 it is recommended that the Library enhance the user interface to the database to facilitate use

This recommendation encompasses such facilities as: dynamic updating of the database files and indexes, authority control for headings so that uniform access and cross reference structures may be provided, and search programs which provide rapid and efficient access as well as online reference assistance.

2. Other internally-managed databases

The Library has chosen to acquire other databases for users to access. Most of these databases are in CD-ROM format. However, the following activities could be applied as well to non-CD-ROM databases as created or acquired by the Library.

2.1 it is recommended that the Library consider whether or not each CD-ROM product acquired by the Library be broadly available to users through a network

Although it would increase accessibility to users if all CD-ROM products were networked, and all user workstations networked, it may not be technically and legally feasible, or desirable based upon expected usage and available resources, to make every product available through a network. Level of usage of a product should be the main criterion for determining if it is to be networked.

2.2 it is recommended that the Library increase user access by enabling computer workstations external to the Library to search the networked CD-ROM databases

Telecommunications lines connected to modems, and the University's evolving HSN/ISN, can be used to access the CD-ROM file server(s) in the Library. Vendor licenses concerning simultaneous access and defining what constitutes the "user community" will play an important role.

2.3 it is recommended that the Library increase the number of computer workstations available for users to access CD-ROM databases

Workstations can be standalone or networked. Because the Library is increasingly acquiring CD-ROM databases to assist users in identifying information resources, it can be expected that the number of workstations the Library will need to provide users will necessarily increase.

3. Databases external to the Library

The Library will not be able to create or acquire every database necessary to assist the user in identifying information resources. Therefore, means by which users can search databases describing or containing information resources external to the Library must be provided.

3.1 it is recommended that the Library identify and arrange access to external databases which would assist the user to identify information resources and, if possible, ascertain location and availability information

The Library already accesses several external databases which can be of considerable assistance to users: OCLC's FirstSearch; the Research Libraries Group's (RLG) RLIN database; the Washington Research Library Consortium's (WRLC) ALADIN bibliographic database; the Medical School and Law libraries' databases; and others through online database vendors such as STN International and Dialog. Additional external databases may be relevant and access should be arranged by the Library. An example may be a database containing table of contents information from journals.

3.2 it is recommended that the Library increase user access to these databases by providing workstations in the Library, or arranging for user access to these external databases from remote sites

Often the user must request that a librarian search an external database on their behalf. As users become more familiar with the procedures and structures for searching databases, it becomes important that users are provided the opportunity to search these specialized external databases themselves. Databases, however, can be very specialized resources requiring skilled searching. The Library strongly encourages training of users and will provide training and/or appropriate documentation for those wanting to expand their skills in this area. It is further recommended that, whenever feasible, users be able to access these databases from the same sites used to access GEORGE and the CD-ROM databases (internally and externally).

The Library faces several challenges and constraints concerning this recommendation. In some instances, a database is available from several vendors. Should the Library provide access to a database through only one vendor, or through any of the vendors we use? In other instances, the Library may have the database internally on CD-ROM, but the user wants access to the more current, online version. Do we provide the access to the external online database?

Criteria will need to be developed to determine which information products and services the Library chooses to acquire, and which external resources are accessed, including consideration as to who is conducting the search -- the user, librarian, or both. Financial considerations include the possibility of searches being charged to the Library without having a way of limiting a user's access to the database other than to deny it. Decision-making criteria concerning this recommendation include the Library's ability to determine how to access information resources (the means), from whom the information will be accessed (the information provider), and the volume of use. Access may be facilitated through menus on the workstations or other access points, and the Library should favor vendors providing the flexibility to "turn off or on" user access to specific products and services.

4. Location and availability status

Many of the bibliographic databases searched internally and externally do not provide the user with ownership information

POLICY ON REMOTE ACCESS TO EXPANDED ACADEMIC INDEX

The UO Library has a liscensing agreement with Information Access Company (IAC) which places certain restrictions on remote access to EAI. In general, remote access is available to all patrons in the Library's patron database UNLESS they belong to another institution which potentially might purchase EAI.

> Expanded Academic Index may be used by all library patrons who do their research at a Janus terminal in Library.
>
> Remote access to Expanded Academic Index is available to the following groups: current University of Oregon faculty, students, and staff; community patrons who have an active public borrowers card; active members of the Alumni Association; President's Associates, students enrolled in special summer programs and institutes; Friends of the Library.
>
> The following groups MAY NOT access Expanded Academic Index from remote locations: patrons not in the patron database; any student, faculty, or staff from another institution, including OSSHE, Lane Community College, Northwest Community College and OCLC reciprocal borrowing institutions; any other library or research organization.

If a patron asks for information on remote access to EAI, ask how he/she is affiliated with University of Oregon. Explain that vendor liscensing restrictions exist, and the Library is obligated to honor those limitations. You are not required to check ID's or the patron database. Please refer any patron concerns or questions to Deborah Carver or Sara Brownmiller.

USER GUIDES

University Library

SEARCH SYSTEM

REMOTE
ONLINE
CATALOGUE
ACCESS
- an overview -

An overview

The Library makes its online catalogue available to academic staff and university departments via home/office terminals and personal computers.

1. Before attempting to connect to the online catalogue please obtain a valid ID and Password from University Computing Systems (UCS). (see ID's and Passwords information sheet)

2. You will be connecting to the MVS computer system at the U of A.

3. a. Your communication parameters can be as follows:

   i) Hyperbus connections may be set to a maximum of 19,200 baud.

   ii) Most Gandalf connections communicate at 9600 baud. Your Gandalf should be set at 20 for access to MVS.

   iii) Modem connections may be made by dialing 492-4811 for 2400 band, 492-3211 for 1200 band. Your speed may be either 1200 or 2400 baud. Parity is none. The data structure is 8 data bits and 1 stop bit. Run at full duplex with your echo off.

   b. In ALL the above connections your communications software must be able to emulate a VT100 terminal. The exception to this is if your system can run under KERMIT protocol.

   c. The simplest method of establishing a connection is to use the following software:
   PCTIE or MacTIE (Macintosh), available from University Computing Services;
   or,
   MSKERMIT, available from Library Systems, 4th floor Cameron Library. Call Jim Heilik at 492-5258.

Note:
The IRC offers support documentation for MSKERMIT software. UCS offers additional support documentation for PCTIE and MacTIE access to the MVS computer system. UCS documentation is listed below:

R520 - MacTIE
R487 - PCTIE

4. After connecting to the U of A's network, press the *Return* key twice.

5. At the DIAL> prompt, type 'MVS ' and press *Return*.

6. At the CONNECT ESTABLISHED message, press *Return*.

7. At the ENTER TERMINAL TYPE: prompt, type in *VT100* and press *Return*. If you are using Kermit protocol, *KERMPC* may also be entered.

8. At the UCS screen, type in your [ID] and [Password]. The cursor is positioned in the ID field when this screen appears; you should be able to *Tab* between the ID and Password field but pressing *Return* will move the cursor. The latter will create an error message which can be ignored.

Note:
You may change your password for the MVS system at any time by following your current password with a [/New Password]. The sequence is [ID] (*Tab or Return*) [Old Password /New Password] *Return*.. A screen will appear to confirm your password has been changed.

Information and Reserve Centre
University of Alberta

9. At the TPX menu screen, you may: press your PFK2 key (normally F2 on a PC compatible or the Opt 2 combination on a Macintosh); type in *_library* and press *Return;* or, using your cursor keys, position upward until you are on the same line as the library and press *Return*. The PFK2 option is the recommended method.

10. After a short delay you will be presented with the the online catalogue start screen.

11. Please be aware that the online catalogue presents information one screen at a time therefore screen dumps to a printer will be formatted correctly but searches logged to disk will often have imbedded formatting commands and be generally illegible. Exceptions to this may occur by using the disk file dump command of specific software programs (e.g., MSKERMIT, MacTIE, AND PCTIE, etc.). These programs will save one screen at a time to disk. PC files will be in a text format and MacTIE files will be in PICT (MacPaint) format.

    Note:
    Screen displays on your PC will be significantly slower than a library terminal due to the difference in your connection speed. Command chaining is one method of speeding up the execution of your search. Please consult *Teach Yourself the Online Catalogue* or a librarian for instructions if you are interested.

12. To properly disconnect from the online catalogue:

    At any screen, type *_i*
    (inactivate)

    (There will be time delay before you are diconnected).

    At the TPX menu screen, type *_f.*
    (farewell)

    At the UCS screen, hangup your modem and/or disconnect your communications package.

University Library

SEARCH SYSTEM SERVICE

REMOTE ONLINE CATALOGUE ACCESS

-ID's & Passwords-

ID's and PASSWORDS for remote access

The Library makes its online catalogue available to academic staff and university departments via home/office terminals and personal computers.

The online catalogue is mounted on the MVS computer system at the U of A. Access to this system is enabled through University Computing Systems (UCS):

1. If you have MTS account

   -or-

   a VM account (i.e. PROFS)

   call the Security Office at UCS (492-2462 x364) and UCS will enable your current ID and Password for access to the online catalogue.

2. If you don't have an account on any U of A system:
   Contact the Security Officer at UCS phone 492-2462 x364 (357 GSB) to obtain authorization for access.

Once you have your ID and Password, contact Jim Heilik, Library Systems (ph. #5282) to obtain an MSKERMIT (communications software) diskette which will facilitate your access using a microcomputer (IBM compatible). You should already have a microcomputer with a HYPERBUS, a modem, or a Gandalf connection. Other computer terminals may provide access but do not need the communications software.

MacIntosh users may access DOBIS using MACTIE software available form University Computing Systems. Please contact UCS at 5442 if you would like further assistance.

NOTE: Your password may be changed at any time when you are signing on at the UCS screen. Enter you ID as normal but follow the entry of your password with a slash and your new password before you press the Return key (i. e., ID (Tab)Old Password/New Password(Return)).

SEARCH
SYSTEM
SERVICE

REMOTE
ONLINE
CATALOGUE
ACCESS
- with MSKERMIT -

IBM PC compatible with MSKERMIT

The Library makes its online catalogue available to academic staff and university departments via home/office terminals and personal computers.

Before attempting to connect to the on-line catalogue please obtain a valid ID and Password from University Computing Systems (see ID's and Passwords information sheet).

These instructions assume that you will be using MSKERMIT on an IBM PC compatible computer. In addition, you should be using a Hayes compatible modem (1200/2400 baud) or a Gandalf connection for communications. Finally, your modem should be connected to a local 7-digit telephone number (i.e., within Greater Edmonton) or to a University Centrex connection.

You can obtain a copy of MSKERMIT (v. 2.30) which has many useful script files (described below) from the U of A Library Systems, call Jim Heilik at 5282. In order to update this diskette to newer versions of MSKERMIT as they become available, you may check with the library to obtain newer versions or download updates using the REFRESH script file discussed below.

MSKERMIT script files

The purpose of a script file is to execute a series of MSKERMIT commands which configure your system properly for communicating through the modem (or Gandalf, etc) with another computer system and for auto-dialing the other system. For instructions on executing script files please see the section below on running MSKERMIT.

If you are an experienced user of MSKERMIT you may wish to modify your script files for other host connections but on the supplied diskette are script files for connecting to the following hosts:

DOBIS.12 :
Set for a 1200 baud modem connection to the U of A's online catalogue using a 7-digit telephone number.

DOBISC.12c :
Set for a 1200 baud modem connection to the U of A's online catalogue using a 4-digit University Centrex tel. no.

DOBIS.24 :
Set for a 2400 baud modem connection to the U of A's online catalogue using a 7-digit telephone number.

DOBISC.24c :
Set for a 2400 baud modem connection to the U of A's online catalogue using a 4-digit University Centrex tel. no.

Also available are script files written to support access to the following systems: Hyperbus at the U of A (HYPERBUS.12), University of Calgary Library's on-line catalogue (CALGARY.12), Datapac, the general telecommunications carrier in Canada (DATAPAC.12), MTS (MTS.12), UTLAS, a library utility (UTLAS.12), and Envoy, an electronic mail facility (ENVOY.12). Each of these script files should have variants on the extension name to support your communication pathway (i.e., the extension 12 or 24 to declare your modem speed and "c " to indicate Centrex.) Other script files may be added to support access to various computer systems. They will be downloaded using the REFRESH program.

University Library

SEARCH SYSTEM SERVICE

REMOTE ONLINE CATALOGUE ACCESS WITH -MACTIE-

Macintosh Plus or SE with MacTIE

The Library makes its online catalogue available to academic staff and university departments via home/office terminals and personal computers.

Before attempting to connect to the online catalogue, please obtain a valid ID and password from University Computing Systems. (See ID's and Passwords information sheet in this series.)

These instructions assume that you will be using MacTIE on a Macintosh computer. You should be using a Hayes compatible modem (1200 or 2400 baud). Your modem should be connected to a 7 digit telephone number; University Centrex and long distance connections are possible. MacTIE also supports PACX 2000 or HYPERbus connections for communications.

You can obtain a copy of MacTIE (currently version 3) with documentation from University Computing Systems (UCS) at minimal cost. As new versions become available, you will be notified when you sign on to the University computer system.

MacTIE startup documents

The purpose of a startup document is to execute a series of MacTIE commands which configure your system properly to communicate through your modem/HYPERbus connection with another system, and for auto-dialing that system. (In the case of the online catalogue, the phone number is 492-4811.)

The UCS version of MacTIE provides startup documents for connecting to the MTS, MVS (which allows access to the Library online catalogue), and VM systems on campus.

You can modify these startup documents (if, for example, you are connecting through a centrex phone line), or develop sign-on scripts to other host computers as well. Consult the MacTIE manual for more information, or contact the MTS consultants on campus at (492-5105).

Signing on to the Library Online Catalogue

You should have your working copy of MacTIE on a diskette or hard drive. This should contain the MacTIE program file, MacTIE.drvr file and folder of startup documents which match your communications link (e.g. 1200 baud modem).

1. At the MacTIE desktop, double click on the startup document folder corresponding to your modem or connection (e.g. Modem 1200). Double click on the MVS document icon.

   MacTIE will execute the signon and display ROLL in the status line when the connection is established. The UCS logo will appear.

   Occasionally the signon will not be fully completed and a DIAL> prompt will appear. You will be asked for your destination (type MVS) and terminal type (type VT100).

2. Type your ID in the box labelled USERID, then tab to the PASSWORD box to type in your password. <*Return*>

   The TPX menu screen will then be displayed. The Library online catalogue is called up by pressing the option-2 key combination (the

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Mac equivalent of the PF2 key.) You can also click your mouse on the PF2 line instruction which will pull the cursor to that line, and press <*Return*>.
If you have trouble locating the correct Macintosh keys corresponding to the terminal instructions, click on the MacTIE HELP menu to see a keyboard diagram.

3. The online catalogue screen will appear shortly. For instructions on using the online catalogue, see the *Teach Yourself the Online Catalogue* user manual, available at the University Bookstore or Cameron Circulation for $3.00.

Saving Your Search Results

You cannot save an on-line catalogue session to your disk, or scroll back through your session as you can in MTS.

Individual catalogue screens can be dumped to your disk as MacPaint documents by pressing the <*command-shift-3* > combination, or printed directly on an Imagewriter printer by pressing <*command-shift-4*>. Using <*command-shift-3*>, up to 10 screen images will be saved on your active drive with the file names screen 0-9. If you wish to save more than 10 screens, sign off, rename these 10 documents, and resume. In general, you would save the catalogue "long information" screen on which the bibliographic information, call number and library location are detailed. At present, these search results can be pasted into a word processing document as a PICT files only. Sorting or manipulation as text is not possible.

Signing off the Library Online Catalogue

1. When you wish to exit from the on-line catalogue, type *_i* (the underscore key and letter i) to "*inactivate*". There will often be a short pause before this command takes effect.

2. When the TPX menu screen appears, type *_f* ("*farewell*") to terminate your session. At this point, you can click in the CLOSE box on the MacTIE screen to quit the program. (If you are using a modem you should type in *%dis* and wait for your modem to hangup before clicking in the CLOSE box.

DATABASES

A complete listing of the databases and library news, hours, and information features of the ASU Libraries Online Catalog is available online. As of November 1992, the databases are as follows:

ASU Libraries Catalog and Databases

The catalog includes the books, journal titles, and other cataloged materials of the ASU Libraries including ASU West.

Other ASU Libraries Specialized Collections and Databases

This category includes the *Arizona and Southwest Index*, the *ASU Newspaper Index* (*State Press, Insight*, ASU related articles in the *Arizona Republic* and *Mesa Tribune*), *GDSL* (*Government Documents Serials List*), *Map Index, Solar Energy Index, Song Index (Popular)*, and *Performance Tapes Index*.

Journal Indexes and UnCover (Article Access)

The *Applied Science and Technology Index, Business Periodicals Index, Education Index, General Sciences Index, Humanities Index*, and *Social Sciences Index* are produced by H.W. Wilson. These databases are password protected requiring the user to be a registered ASU borrower. *Uncover* indexes about 12,000 journals by keywords from the article titles. A fee-based article delivery service is available through this database.

Encyclopedia (Grolier's *Academic American*)

The encyclopedia provides full text of 30,000 articles. This database is password protected.

Information Databases (AZ Statistics, Child Care . . .)

Arizona Statistics, 1988- , is produced by the ASU Libraries. ASU Career Services produces *Career Services Books*, a database of books in the Career Development Center Library, the *Career Services Calendar*, a database of company interviews on campus and other career related activities, and *Career Services Companies*, a directory of about 2000 companies. Child Care Resources produces the *Child Care Referrals* (Maricopa County) database. The *National Indian Education Clearinghouse (NIEC) Directory* is produced by the Labriola National American Indian Data Center of the ASU Libraries. *MULS (Manuscript Union List of the Southwest)* will be added to the catalog in 1993.

Arizona Libraries

In addition to the ASU Libraries Catalog, this category includes the *NAU Library Catalog* (Northern Arizona University) and the *AGSIM (American Graduate School of International Management) Catalog*.

The catalog of the *Maricopa Community Colleges Libraries and Media Centers* uses different search software and requires a terminal capable of VT100 emulation.

Other Library Catalogs (including Government Publications, 1976-)

The government publications database is the *GPO Monthly Catalog* from 1976 and some Colorado state documents. Also, access is provided to other databases and the catalogs of public, university, college, community college, and health science libraries not in Arizona including the Colorado Alliance of Research Libraries (CARL), the University of Hawaii System, University of Maryland System, and MELVYL at the University of California. MELVYL can be used as a gateway to a number of other libraries and databases available on the INTERNET.

Library News, Hours, and Information.

This category includes ASU branch and location abbreviations, ASU Library catalog news, information on dial-in access, library hours, Career Services News, system news, information on password protected databases, instructions on finding journals in the ASU Libraries Catalog, instructions for advanced catalog search techniques, and other helpful information.

11/92

Online Catalog

Dial-In Access

Arizona State University
University Libraries

DIAL-IN AND BROADBAND ACCESS

The ACSS (Advanced Communication Support System) broadband network provides on- and off-campus access to the ASU Libraries Online Catalog. It is available 24 hours a day (except 5 to 7 a.m. on Wednesdays).

DIAL-IN ACCESS

Any terminal or microcomputer with a modem and appropriate communications software can be used to dial-in over telephone lines. Users outside of local phone exchanges pay their own long distance phone charges.

DIAL-IN ACCESS PROCEDURE

1. **SET COMMUNICATIONS SOFTWARE/ MODEM:**

   Duplex: FULL **Data Bits: 8**

   Parity: NONE **Stop Bits: 1**

   Baud: 300, 1200, or 2400

2. **DIAL:**

   Tempe: 965–7001, 965–7002, 965–7003, 965–7004, or 965–7005

   West Phoenix: 931–5011 or 931–0808

3. **PRESS CARRIAGE RETURNS** when carrie signal is received:

BAUD Rate	Number of Carriage Returns
300	8
1200	5
2400	4

If too much time is spent between carriage returns, press additional returns.

4. **TYPE LIBRARY <cr>** at "DESTINATION." The following message displays:

   Calling

   CALL RECEIVED FROM XXXX,X

   SESSION 1 CLOSED TO COXX,X

   PRESS <cr>

5. **IDENTIFY TERMINAL** or the terminal type your communication software emulates. Choose "HARDCOPY" if your terminal is not listed.

   PRESS <cr>

6. **FOLLOW ONLINE INSTRUCTIONS AND SYSTEM PROMPTS.**

7. **TO DISCONNECT:**

   Type // EXIT or

   Hang up Modem

   or

   <ESCAPE> <BACKSPACE>

   type DONE <cr><cr>

   or

   Drop DTR Signal

Trouble Shooting Checklist

Make sure terminal settings match those in the "Dial-In Access Procedure."

Make sure flow control (x-on/x-off) is disabled.

Make sure carriage return does not also transmit a line feed.

If User ID is not accepted, make sure all upper case letters and letters O and I and numbers 0 and 1 are correct.

The terminal type selection is sometimes dependent on software rather than computer brand. If the text is unreadable, or sentences or words are truncated, change terminal selection to "hardcopy."

Consult the user's manuals for your computer and communications software for dial-in instructions.

DIRECT CONNECTION TO THE BROADBAND

Direct connection to the ACSS broadband is available to Academic Computing sites, to appropriately cabled on-campus departments, and to sites in the Hayden Library and Architecture and Environmental Design Library. If you bring a computer to the Hayden Library, ask at Reserve for cables and site locations.

INTERNET ACCESS

Internet is a network linking academic, government, and other institutions across the country and the world.

If using Internet, enter CARL.LIB.ASU.EDU. If you have problems, contact your campus computer center.

QUESTIONS ABOUT USING THE ONLINE CATALOG?

TECHNICAL HELP

More information is in Computing Services' *Dial-in Access to the ACSS Broadband* and *Direct-Connect Access to the ACSS Broadband*, available from COMPASS (965-5939) and Copy Service at Hayden and Noble Libraries, and from the Technopolis at Fletcher Library at ASU West.

For technical assistance call:

965-6500 ASU Computing Services Help Desk
(24 hours a day, seven days a week)

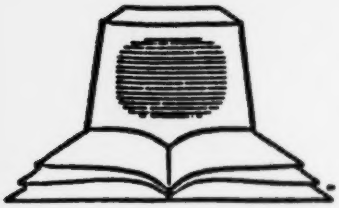
CATALOG ASSISTANCE

For assistance in searching the databases call during library hours:

965-6164 (Hayden Library, ASU) or

543-8501 (Fletcher Library at ASU West)

Instruction on how to find books, proceedings, or articles can be picked up from the publications display racks in Hayden, Noble, and Fletcher Libraries.



University of California, Riverside
Rivera Library

Dialup Access to the MELVYL® Library System

Remote access to the University of California's online catalog is available through the UCR Computing and Communications Department (C&C) for **UCR students, faculty and staff.** The Melvyl® System provides access to the following databases:

Library databases:

CAT	Catalog of books, musical scores, sound recordings and other nonbook materials for the University of California libraries and the California State Library in Sacramento.
TEN	For faster searches; ten-year CAT with materials published during the last decade.
PE	Periodical titles held by the University of California, the California State Library, the California State University libraries, USC and other major California academic libraries. No access to articles is provided in the PE database; use one of the following indexes for journal contents information.

Indexes to recent articles in journals, magazines and newspapers (see information on the back about obtaining a password to access these indexes via telephone:

MAGS	Magazine & Journal	-	1,000 magazines and journals
NEWS	Newspaper Articles	-	five major American newspapers
CC	Current Contents	-	6,500 scholarly journals
CCT	Current Contents	-	tables of contents for CC journal issues
MED	MELVYL® MEDLINE®		4,000 medical and life sciences journals
COMP	Computer Articles	-	200 computer-related magazines and journals

The CAT and TEN databases are partial listings of books and other materials at all nine University of California campuses. All materials acquired by the University of California Riverside Libraries after 1979 are included; the catalog databases contain about 85% of the Rivera Library collection and about 95% of the Science Libraries collections.

- Set your telecommunications software to 8-N-1. Set your terminal to use full duplex, LF/Auto NO and strip characters NO since a line feed carriage return is automatically inserted by the computer). Select terminal emulation VTIOO, if available, for maximum access to MELVYL® databases.

The telephone number is 714-787-6400 or 6400 from a campus connection.

- After receiving a connect message, wait 10 to 15 seconds and then press the *enter* key several times, briefly pausing each time. The terminal server will respond with a "Xyplex" prompt.

- At the xyplex > prompt, type *C MELVYL*. You'll be asked to enter your terminal type code. Type *HELP* for a list of codes; use VT100 if your software supports this terminal emulation. Press *enter* and you will then be in the MELVYL Library System. Select a database or press the enter key again to see a list of all databases available.

- To use one of the journal article databases such as MELVYL® MEDLINE®, type *start med <your password>*. Passwords to access journal article databases are available from each Reference Desk at the campus libraries for UCR students, faculty and staff.

- To end the session, first, type *END* to leave the MELVYL system; then type *LOGOFF* (or LO) to exit from the campus computer and finally, type *LOGOUT* (or *LO*) to completely exit the system. Be sure to completely stop the transaction by disconnecting the phone connection.

- The MELVYL® Library System may occasionally be unreachable because of network or other communications problems. Typical messages you may receive are *destination host dead* or *destination host unreachable*.

Online Help and Information Available from the MELVYL® Library System:

These commands are available at any time while you are working with the MELVYL® System. You can type in a command whenever you see the -> prompt. You won't lose your place.

EXP GUIDE	Provides information about specific database
HELP	System will provide information about current situation
HELP COMMAND	Overview on MELVYL System commands
HELP FIND	for explanation about search options
HELP DISPLAY	for explanation about display choices
HELP LIST	instructions on how to build a personal bibliography from search results
HELP GLOSSARY	listing of all help screens available
SHO SET	displays default settings for session; most can be changed
SHO SEARCH	displays active searches with display instructions
SHO HIS	displays latest searches and info on redoing them
SHO PUBS	lists publications available via MELVYL® Library System
SHO MOM	provides text of "Mynd of MELVYL®", a monthly newsletter

Telephone Help and Information

Question about communications or hardware: Chuck McDaniels at the Academic Computing Section of C & C, 787-4711 or campus email to consult@ucrvms

Information about searching the MELVYL® System: Pat Flowers, MELVYL® Liaison at 787-4392 (campus email: flowersp@ucrvms) or the Library Reference Department:

Rivera Library 787-4392 (rivref@ucrvms)
Bio-Agricultural Library 787-3238 (bioag@ucrvms)
Physical Sciences Library 787-3511 (physci@ucrvms)

Using *LIBRARY EXPRESS* in InfoPath

LIBRARY EXPRESS is a gratis delivery service on the La Jolla campus that will retrieve circulating books, bound journals and Interlibrary Loan items from the UCSD Library and deliver them to your office, department or to another UCSD Library. You may request delivery of library items through InfoPath by using the X command in ROGER or MELVYL®.

Photocopy Charges

LIBRARY EXPRESS will also photocopy articles from journals owned by UCSD for $3.50 per article up to 15 pages; $.15 per page after the first 15 pages. They will be delivered via campus mail.

Eligibility

LIBRARY EXPRESS is available to all UCSD campus academic employees, staff employees, graduate students and students registered with Disabled Student Services.

Registration

To register, complete a *LIBRARY EXPRESS* registration form and return it to the nearest UCSD Library or mail the completed form to *LIBRARY EXPRESS* at 0175-L. Registration forms are available at all campus libraries and by electronic mail from *LIBRARY EXPRESS*. When you register, *LIBRARY EXPRESS* will issue you an identification name and password to use when requesting items on InfoPath.

For more information about InfoPath, please send an electronic mail message to infopath@ucsd or send a message by campus mail to InfoPath at 0175T.

The Snake Path, designed by artist Alexis Smith, was commissioned by the Stuart Foundation for UCSD. The UCSD Library would like to thank Mary Beebe, Director, Stuart Collection, for permission to use the Snake Path as the InfoPath logo.

PS 1474 (2/92)

InfoPath
UCSD Library

The University Of California, San Diego

What is InfoPath?

InfoPath is a campus-wide information system (CWIS) developed by the UCSD Library as an extension of its "library without walls". InfoPath provides electronic library services as well as information about the library, the campus and beyond.

Some of the services currently offered are the following:

- connecting to the library catalogs
- electronically requesting *LIBRARY EXPRESS* delivery service
- library hours and information
- campus calendar
- campus telephone directory

InfoPath is a growing information service. Future plans for expansion include: electronic journals; connections to other library catalogs; library instructional materials; campus and city bus schedules; department newsletters; and access to the UCSD bookstore catalog.

How To Connect To InfoPath

InfoPath can be accessed by any device that can run a VT100 emulation and is either physically connected to the campus ethernet or can dial in to the campus network. Work is under way on a HyperCard-based version for Macintoshes .

In addition to your own computer, InfoPath terminals are available in the Price Center, the History Department and the Literature Department and will soon be available in the library.

Navigating InfoPath

VT100 version

Once you are connected to InfoPath, and on the "main menu"
  use arrow keys, the space bar or tab to move
  cursor; press "return" or "enter" at desired topic

When you are on one of the subsequent menus:
  press "p" or "escape" to return to prior menu;
  press "m" to return to main menu

On any menu:
  press "q" to quit InfoPath

Macintosh version

As with all HyperCard applications, one click on any menu option or button will take you to the desired topic or action. Once you are connected to ROGER or MELVYL® you are put into a VT100 emulation, and your mouse will not work until you go back to HyperCard.

Both versions

When you choose The Library menu, the choices include:

- ROGER: UCSD Library catalog
- MELVYL: UC statewide catalog
- MELVYL: article indexes (passwords required for off campus use are available at any UCSD branch library for UCSD faculty, staff and regularly enrolled students)

Using the X Command

Once you are in ROGER or MELVYL® the X command can be used to electronically request library items for delivery or photocopies of articles. InfoPath will automatically link the item record you select with your personal information on file with *LIBRARY EXPRESS.*

To use the X command in ROGER:

  search for the item you wish;
  when a single item is displayed on the screen,
    type X

To use the X command in MELVYL®:

  search for the item you wish
  when you identify the item you want type X
    followed by the item number.

After typing X in either system, you will be prompted for your ID name, password, a budget number for photocopies, and comments. Items available in all the branches of the UCSD Library are delivered within 24-48 hours.

Problems

If you have trouble while using the system or find a "bug", you can report the problem by either choosing the "InfoPath problems and fixes" option on the "More help" menu or by sending e-mail to infopath@ucsd.

UNIVERSITY OF CALIFORNIA, SAN DIEGO

Making the Connections

- **Using Dial-In Public Service**

1. Set communications software to:
   data bits (8); stop bit (1); parity (none)
2. Dial the appropriate phone number with your modem:

Phone #	Speed (bps)	Notes
558-7080	1200/2400	Hayes compatible modem
452-4398	9600, 19.2	Only for US Robotics HST modem
452-4390	9600, 19.2	V.32 modems at 9600 & Telebit using PEP

3. When connected, press **[enter]** or **[return]** until you get a welcome screen with the prompt: annex:
4. Type: **telnet infopath**, then press **[enter]**
5. You will be prompted for a login.
   Type: **infopath**, then press **[enter]**
6. When prompted, select terminal type.
7. Follow the menus; select **Quit** to end your session
8. You will be returned to the annex prompt:
   Type: **hangup**, then press **[enter]**
9. To disconnect from network, use your software's hangup command

- **Using Your Account on a UCSD Computer System**

1. Log onto your account in the usual way
2. Type: **telnet infopath**, then press **[enter]**
3. You will be prompted for a login.
   Type: **infopath**, then press **[enter]**
4. When prompted, select terminal type
5. Follow the menus; select **Quit** to end your session

- **Using Terminal Rooms on UCSD Campus**

1. Locate an ICC terminal room
2. When connected, press **[enter]** or **[return]** until prompted:
   You may now enter NET/One commands
3. Type: **connect ether**, then press **[enter]**
4. You will get a welcome screen with the prompt:
   annex Type: **telnet infopath**, then press **[enter]**
5. You will be prompted for a login.
   Type: **infopath**, then press **[enter]**
6. When prompted, select terminal type
7. Follow the menus; select **Quit** to end your session.

Connecting to InfoPath

InfoPath, the campus information system, allows you to electronically request delivery of library items while searching ROGER (the UCSD Online Catalog) and MELVYL® (the UC Online Catalog). You can reach InfoPath using the following routes:

- Dial direct to UCSD's public number
- Your account on a UCSD networked computer system
- UCSD's student terminal room

Once you are connected to InfoPath the following choices are currently available:

```
The Library                    Quit
Campus Information
Computing Services
Weather
```

If you choose The Library, the following menu appears:

```
ROGER: UCSD library catalog          Prior menu
MELVYL: UC statewide catalog         Quit
MELVYL: article indexes *
SSDB: Social Science Data Base

Library Express: delivery of library materials
Library Hours
Reference Desk Hours
Library Information
```

* Passwords may be required for article indexes, which are licensed only for UCSD faculty, staff, and regularly enrolled students. Passwords are available at no charge in any UCSD branch library.

FLORIDA STATE UNIVERSITY

LUIS: REMOTE ACCESS

FLORIDA STATE UNIVERSITY LIBRARIES
TALLAHASSEE, FLORIDA

LUIS (Library User Information Service) is the online catalog of Florida's State University System (SUS) libraries. Each of the nine university library systems has its own database, but you may access all of them through a single menu. The nine universities in the State University System are: Florida A&M University, Florida Atlantic University, Florida International University, Florida State University, University of Central Florida, University of Florida, University of North Florida, University of South Florida, and University of West Florida. In addition to the catalogs of the nine SUS libraries, LUIS contains INDEX DATABASES for journal, magazine, and newspaper articles.

Hours of operation are: Monday—Friday: 7 am to 1 am; Saturday: 8 am to 1 am; Sunday: 10 am to 1 am

Hardware and Software Requirements

- ☐ microcomputer and dial-up modem
- ☐ communications software
- ☐ an emulator to take advantage of LUIS special features
- ☐ a regular, voice-grade telephone line
- ☐ expertise in using your equipment and software

GUIDELINES TO ACCESSING LUIS

To access LUIS, you must first connect to NERDC through one of the following methods:

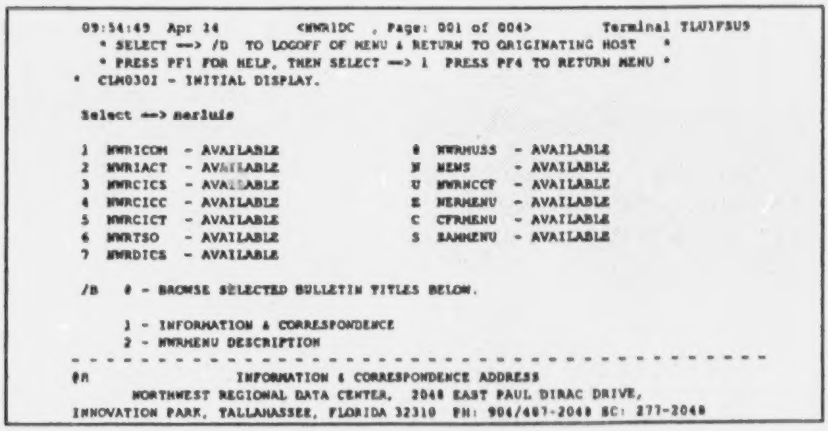
NWRDC	p. 1	FIRN	p. 3-4
FSUCC VAX	p. 2	Direct Dial to NERDC	p. 5
Internet	p. 2		

After connecting to NERDC, instructions for signing on and off LUIS are on page 6.

Method 1: Northwest Regional Data Center (NWRDC)

LUIS is available through all terminals connected to the North west Regional Data Center. On the NWRDC menu screen, type ***nerluis*** and press ***<ENTER>***.

SIGN-ON COMPLETE will appear briefly at the top of the screen, then the LUIS USER MENU will appear. See SIGNING ON AND OFF on page 6 for instructions on how to proceed.



```
  09:54:49  Apr 14          <NWRIDC  , Page: 001 of 004>        Terminal TLU1FSU5
    * SELECT ---> /D  TO LOGOFF OF MENU & RETURN TO ORIGINATING HOST   *
    * PRESS PF1 FOR HELP, THEN SELECT ---> 1  PRESS PF4 TO RETURN MENU *
 *  CLM0301 - INITIAL DISPLAY.

  Select ---> nerluis

  1  NWRICOM  - AVAILABLE                  8  NWRMUSS  - AVAILABLE
  2  NWRIACT  - AVAILABLE                  N  NEWS     - AVAILABLE
  3  NWRCICS  - AVAILABLE                  U  NWRNCCF  - AVAILABLE
  4  NWRCICC  - AVAILABLE                  E  NERMENU  - AVAILABLE
  5  NWRCICT  - AVAILABLE                  C  CFRMENU  - AVAILABLE
  6  NWRTSO   - AVAILABLE                  S  SAMMENU  - AVAILABLE
  7  NWRDICS  - AVAILABLE

  /B   # - BROWSE SELECTED BULLETIN TITLES BELOW.

       1 - INFORMATION & CORRESPONDENCE
       2 - NWRMENU DESCRIPTION
- - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - - -
#R                    INFORMATION & CORRESPONDENCE ADDRESS
       NORTHWEST REGIONAL DATA CENTER,  2048 EAST PAUL DIRAC DRIVE,
INNOVATION PARK, TALLAHASSEE, FLORIDA 32310  PH: 904/487-2048 SC: 277-2048
```

METHOD 2: FSUCC VAX

The VAX at FSUCC (known as FSU1) has a gateway that allows users to connect to the network on which LUIS operates. You do not need to have an account on the VAX to access LUIS in this manner. To access LUIS you must obtain a connection to FSU1 through a DECnet terminal server, via SET HOST from another VAX, or via Telnet.

Log in to FSU1 as user ***IBM*** (or ***IBM19*** on a Zenith Z-19 terminal) and press ***<ENTER>***.

```
> connect fsul

FSUCC & SCRI VAXcluster, node FSU1

Username:  IBM
```

Next you must choose the service you want. Type ***LUIS*** and press ***<ENTER>***.

SIGN-ON COMPLETE will appear briefly at the top of the screen, then the LUIS USER MENU will appear. See SIGNING ON AND OFF on page 6 for instructions on how to proceed.

```
This account is for connection to the IBM
mainframes from the DECnet environment.
Please enter to IBM mainframe you would
like to connect to:

   AVM (FSU Academic Virtual Machine)
   NWRDC (North West Regional Data Center Menu)
   LUIS (Library User Information Service)

Enter the machine name:  LUIS
```

Method 3: INTERNET

General Notes

This procedure assumes you know how to access the Internet. These procedures are for tn3270 protocol. Contact your local data center for additional information.

Signing On

Type ***telnet nervm.nerdc.ufl.edu*** and press ***<ENTER>***. If your terminal does not allow alpha characters, type ***telnet 128.227.212.10*** and press ***<ENTER>***. Various messages display as the connection with NERDC is attempted.

```
telnet nervm.nerdc.ufl.edu
```

```
telnet 128.227.212.10
```

VM/XA SP ONLINE . . . The NERVM logo displays in response to a successful connection. Type ***dial vtam*** after ***Command*** and press ***<ENTER>***.

You will receive the NERDC VTAM IS ACTIVE screen. See SIGNING ON AND OFF on page 6 for instructions on how to proceed.

```
VM/XA SP ONLINE

          NN      NNN  EEEEEEEEEEE   RRRRRRRRR      State University
         NNN     NNN  EEEEEEEEEEE   RRRRRRRRRRR    System of Florida
        NNNN    NNN  EEE           RRR     RRR
       NNNNN   NNN  EEE           RRR     RRR
      NNN NN  NNN  EEEEEEEEEE    RRRRRRRRRRR  VVV     VVV   MM        MM
     NNN  NN NNN  EEEEEEEEEE    RRRRRRRRR     VVV     VVV   MMM      MMM
    NNN   NNNNN  EEE           RRR  RRR      VVV     VVV   MMMMM   MMMMM
   NNN    NNNN  EEE           RRR   RRR     VVV     VVV   MMMMMM MMMMMM
  NNN     NNN  EEEEEEEEEEE   RRR    RRR    VVV     VVV   MMMMMMMMMMMMM
 NNN      NN  EEEEEEEEEEE   RRR     RRR   VVV     VVV   MMM MMM MMM
                                          VVV   VVV    MMM      MMM
 Northeast Regional Data Center           VVV VVV     MMM      MMM
 Bitnet   Node: NERVM                     VVVVV      MMM      MMM
 Internet Host: nervm.nerdc.ufl.edu       VVV       MMM      MMM

To change your password, type ccc/nnn/nnn in the password field
   where ccc = current password, and nnn = new password
Userid   ===>                         Type VMEXIT to return to VTAM
Password ===>

Command  ===>  dial vtam
```

Method 4: FIRN

Students, faculty, and staff who attend or work for Florida public educational institutions (K-12, community colleges, and universities) may be eligible to access NERDC through the Florida Department of Education's Florida Information Resource Network (FIRN). Call FIRN at (904) 487-0911 to see if you are eligible to access LUIS through FIRN.

Setting the Software Parameters

Set the switch settings on your terminal or the software parameter settings in your communications program before you dial into LUIS. The proper settings for many data communications software systems are:

NO parity	FULL duplex
EIGHT (8) data bits	300, 1200, or 2400 baud
ONE (1) stop bit	

The settings for some other communication software systems, including Procomm, are:

EVEN parity	FULL duplex
SEVEN (7) data bits	300, 1200, or 2400 baud
ONE (1) stop bit	

You must also set your software's emulation. The VT series of emulations (VT52, VT100, VT102, and VT220) work well with the LUIS system. Additional emulation choices are listed under SELECT TERMINAL TYPE on the next page.

If the above settings do not work, consult the "Microcomputer User's Guide," available from the Florida Information Resource Network (FIRN), User Services, Florida Department of Education, Tallahassee, FL 32301 (904 487-0911). The guide lists microcomputer systems software that have been certified for use with FIRN. Unlisted software, especially if it lacks a terminal emulator option, may be unsuitable. A copy of the "Microcomputer User's Guide" is available for you to consult at the Reference Desk in Strozier Library.

Dialing the Number

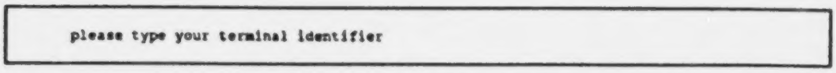
Once you have established the proper parameters, FIRN may be accessed by dialing one of the following numbers. (Be sure to add the prefix "9" if dialing from within a telephone sub-system such as FSU's.)

Avon Park	813-453-2332	Miami	305-226-1846
Boca Raton	407-338-3805	New Port Richey	813-841-4193
Daytona	904-253-1810	Ocala	904-732-1620
Ft. Lauderdale	305-467-4690	Orlando	407-425-3402
Ft. Myers	813-489-3349	(UCF)	407-823-2220
Ft. Walton	904-664-5647	Palatka	904-329-3702
Gainesville	904-392-5362	Pensacola	904-474-2533
Jacksonville	904-646-2992	Panama City	904-872-4670
Key West	305-294-0996	Rockledge	407-639-1790
Lake City	904-758-0508	Sanford	407-321-9350
Lake Worth	407-969-3504	Sarasota	813-361-6600
Largo	813-588-4002	Shalimar	904-244-0823
Leesberg	904-728-0061	***Tallahassee***	***904-488-0650***
Madison	904-973-3340	Tampa	813-974-3891
Marianna	904-526-4885	West Palm	407-969-0251
		Winter Park	813-294-2202

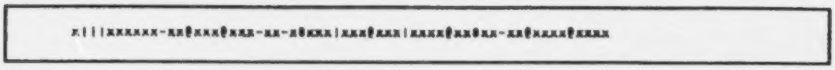
Logon Procedures

The following procedures will take you through the steps required to use FIRN to access LUIS as if you were using an IBM 3270 terminal. When the computer dial is successful, and a connection is made, one of the following screens will appear depending on whether you are using 300, 1200, or 2400 baud:

You may get a screen simlar to one of the screens on the right. Regardless of the screen you get, respond by typing the letter ***a***, which identifies your microcomputer as a terminal. The ***a*** will not appear on the screen. Do NOT press ***<ENTER>***.

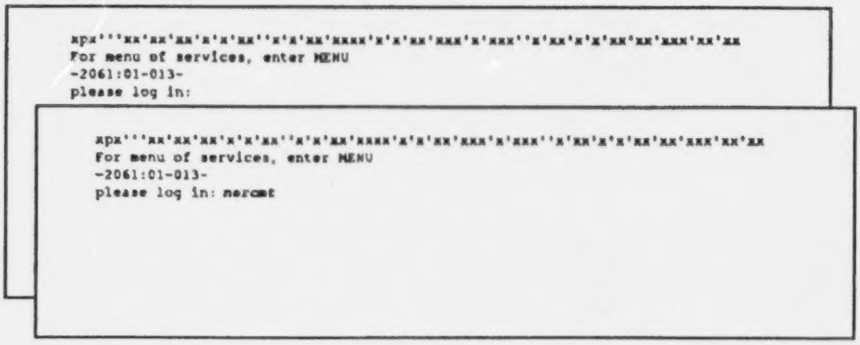


```
please type your terminal identifier
```



```
x|||xxxxxx-xx@xxx@xxx-xx-x@xxx|xxx@xxx|xxxx@xx@xx-xx@xxxx@xxxx
```

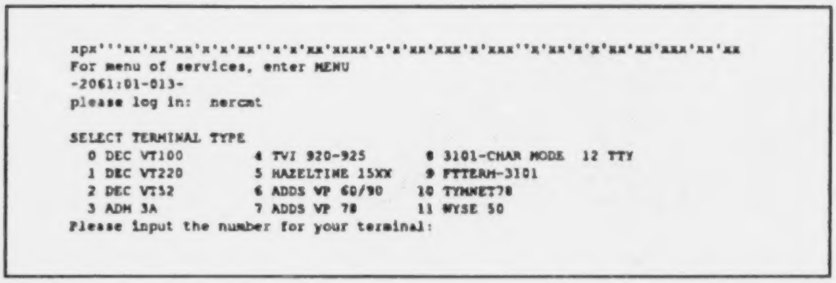
PLEASE LOG IN. Type ***nercmt*** to select the Northeast Regional Data Center and press ***<ENTER>***.



```
xpx'''xx'xx'xx'x'x'xx''x'x'xx'xxxx'x'x'xx'xxx'x'xxx''x'xx'x'x'xx'xx'xxx'xx'xx
For menu of services, enter MENU
-2061:01-013-
please log in:
```

```
xpx'''xx'xx'xx'x'x'xx''x'x'xx'xxxx'x'x'xx'xxx'x'xxx''x'xx'x'x'xx'xx'xxx'xx'xx
For menu of services, enter MENU
-2061:01-013-
please log in: nercmt
```

SELECT TERMINAL TYPE.
A terminal type to emulate must be selected. To emulate an IBM 3270 terminal, select the terminal type that your software emulates from options ***0-12***, and then press ***<ENTER>***. Option ***0*** works for many software systems. If you are unconcerned with full IBM 3270 emulation, select option ***12*** (TTY). You will receive the NERDC VTAM IS ACTIVE screen. See SIGNING ON AND OFF on page 6 for instructions on how to proceed.



```
xpx'''xx'xx'xx'x'x'xx''x'x'xx'xxxx'x'x'xx'xxx'x'xxx''x'xx'x'x'xx'xx'xxx'xx'xx
For menu of services, enter MENU
-2061:01-013-
please log in:  nercmt

SELECT TERMINAL TYPE
  0 DEC VT100         4 TVI 920-925       8 3101-CHAR MODE  12 TTY
  1 DEC VT220         5 HAZELTINE 15XX    9 FTTERM-3101
  2 DEC VT52          6 ADDS VP 60/90    10 TYMNET78
  3 ADM 3A            7 ADDS VP 78       11 WYSE 50
Please input the number for your terminal:
```

Keystroke Substitutions for System Functions

The LUIS system uses the regular alphabetic and numeric characters on your keyboard in addition to the ***<ENTER>***, ***<CLEAR>***, and ***<RESET>*** keys. Depending on your terminal and communications software, substitute keystrokes may need to be used for the clear or reset command. Consult FIRN's "Microcomputer User's Guide" for the keystroke substitution charts for the different communications packages if you have difficulties. A copy is available at the Reference Desk in Strozier Library.

Method 5: Direct Dial to NERDC

Anyone who does not attend or work for the Florida public educational institutions or whose terminal does not access NWRDC can access the Northeast Regional Data Center (NERDC) directly.

Charges

The computer charges for searching LUIS are paid for by the Florida Center for Library Automation, an SUS agency. You are responsible for any long-distance telephone charges incurred in dialing up NERDC.

Communication Settings

Set the switch settings on your terminal or the software parameter settings in your communication program before you dial into LUIS. The proper settings are:

EVEN parity
SEVEN (7) data bits
ONE (1) stop bit
FULL duplex
300, 1200, 2400, or 9600 baud

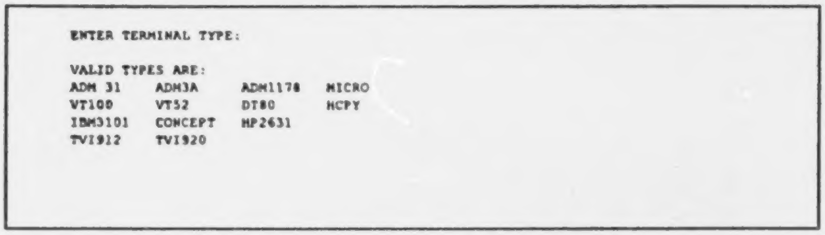
Dialing the Number

NERDC Direct Dial Telephone Numbers are:

300 or 1200 baud	(904) 392-7450 / SUNCOM 622-7450
2400 baud	(904) 392-9177 / SUNCOM 622-9177
9600 baud	(904) 392-2749 / SUNCOM 622-2749

Logon Procedures

ENTER TERMINAL TYPE.
A terminal type to emulate must be entered. ***VT100*** works for many software systems. You will receive the NERDC VTAM IS ACTIVE screen. See SIGNING ON AND OFF on page 6 for instructions on how to proceed.



```
ENTER TERMINAL TYPE:

VALID TYPES ARE:
ADM 31     ADM3A      ADM1178    MICRO
VT100      VT52       DT80       HCPY
IBM3101    CONCEPT    HP2631
TVI912     TVI920
```

For additional information contact:

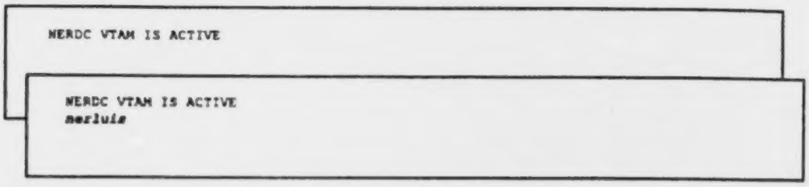
FIRN	(904) 487-0911
FSU Reference Desk	(904) 644-2706
The nearest SUS Library	

BEST COPY AVAILABLE

SIGNING ON AND OFF

Signing On

NERDC VTAM IS ACTIVE should appear at the top of the screen for methods 3-5. Type ***nerluis*** below this message and press ***<ENTER>*** in order to retrieve the LUIS MENU.



```
NERDC VTAM IS ACTIVE
```

```
NERDC VTAM IS ACTIVE
nerluis
```

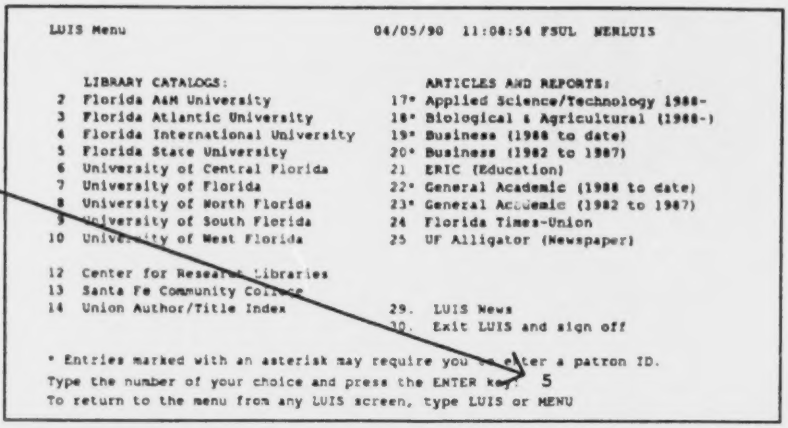
LUIS MENU.
You will retrieve this menu regardless of the method you use to access LUIS.

Type the number of the catalog or database you wish to search in the space indicated, then press ***<ENTER>***.

The actual contents of the menu screen will vary from this example as new features are added.

The databases with asterisks are proprietary databases which are available through special contract to SUS faculty, staff, and students.

If you select one of the proprietary databases (numbers 17, 18, 19, 20, 22, or 23), you must have an active library card at one of the nine State University Libraries. Enter the bar code (or library card number) from your ID card.

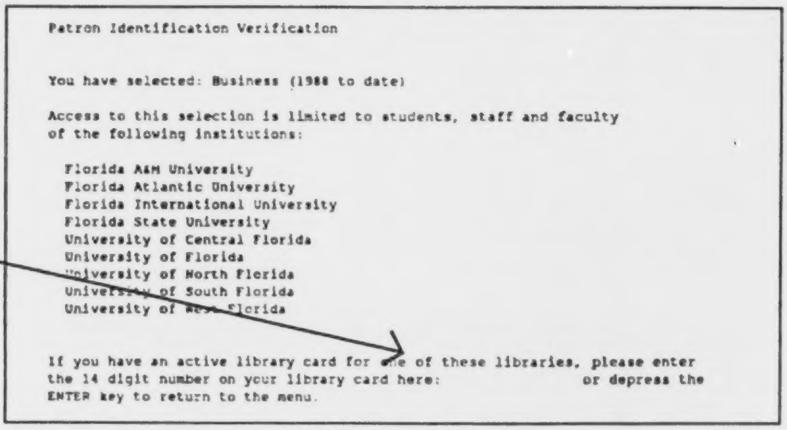


```
LUIS Menu                              04/05/90  11:08:54 FSUL  NERLUIS

    LIBRARY CATALOGS:                      ARTICLES AND REPORTS:
  2  Florida A&M University             17* Applied Science/Technology 1988-
  3  Florida Atlantic University        18* Biological & Agricultural (1988-)
  4  Florida International University   19* Business (1988 to date)
  5  Florida State University           20* Business (1982 to 1987)
  6  University of Central Florida      21  ERIC (Education)
  7  University of Florida              22* General Academic (1988 to date)
  8  University of North Florida        23* General Academic (1982 to 1987)
  9  University of South Florida        24  Florida Times-Union
 10  University of West Florida         25  UF Alligator (Newspaper)

 12  Center for Research Libraries
 13  Santa Fe Community College
 14  Union Author/Title Index            29.  LUIS News
                                         30.  Exit LUIS and sign off

* Entries marked with an asterisk may require you to enter a patron ID.
Type the number of your choice and press the ENTER key:  5
To return to the menu from any LUIS screen, type LUIS or MENU
```



```
Patron Identification Verification


You have selected: Business (1988 to date)

Access to this selection is limited to students, staff and faculty
of the following institutions:

  Florida A&M University
  Florida Atlantic University
  Florida International University
  Florida State University
  University of Central Florida
  University of Florida
  University of North Florida
  University of South Florida
  University of West Florida


If you have an active library card for one of these libraries, please enter
the 14 digit number on your library card here:                or depress the
ENTER key to return to the menu.
```

Signing Off

To sign off, type ***luis, menu,*** or ***stop*** in the command line of any LUIS screen and press ***<ENTER>*** to retrieve the LUIS MENU. Select Option ***30*** (Exit LUIS) from this menu and press ***<ENTER>***. After exiting LUIS, the NERDC VTAM IS ACTIVE prompt will appear from which you can complete your telecommunications sign off.

To sign off FIRN, clear the screen, type ***logoff,*** and press ***<ENTER>***. At this point, you will retrieve FIRN's "PLEASE LOG IN" prompt and can establish a new session with any FIRN host, or you can hang up.

To retrieve the Northwest Regional Data Center menu, type ***nwrdc*** under the NERDC VTAM IS ACTIVE prompt and press ***<ENTER>***.

**IT IS VERY IMPORTANT TO COMPLETELY EXIT THE SYSTEM
WHEN FINISHED AND TO DISENGAGE YOUR PHONE BY HANGING UP.**

Connie Morris
August 5, 1992

HOLLIS

HOLLIS DIAL-UP ACCESS

You do not have to be in a library to use HOLLIS. HOLLIS is also available via telephone access and from Harvard's High Speed Data Network (HSDN). (See the *Network Access* sheet for information about accessing HOLLIS over the HSDN.)

Anyone can dial into the catalog from his or her home, office, study, etc. Dial-up access is available by calling **495-9500** (for phone users with modems) or **496-9600** (for users with ISDN voice/data service) during HOLLIS hours of operation:

Monday-Saturday	7:30 a.m. - 1:00 a.m.
Sunday	10:00 a.m. - 1:00 a.m.

To dial into HOLLIS you will need to have:

-- a microcomputer
-- a 1200 or 2400 baud modem (Hayes-compatible) or an ISDN voice/data line
-- communications software

Any communications software can be used, as long as it can emulate a VT100, VT102, IBM3270, IBM3270/950, or TVI950 terminal. Widely available packages include **Crosstalk, ProComm Plus, Bitcom, Smartcom** and **Microphone** for IBM-compatible (MS-DOS) machines; and **White Knight, Smartcom, TinCan** and **TERM** for the Apple Macintosh. (TERM is available for free, call 495-9388 for details.)

Communications settings for dialing HOLLIS

Baud rate (phone users with modems): 1200 or 2400, depending on your modem
Local mode (ISDN users): .... CMD
Baud rate (ISDN users): 9600

Databits: 7
Parity: .... even
Stop bits: 1
Duplex .... full
Emulation: .... VT100, VT102, IBM3270/950, or TVI950

The HOLLIS Technical Assistance Line: 495-9388

If you are having trouble dialing into HOLLIS, call the Technical Assistance Line at 495-9388. When the line is not staffed it will connect with a voice mail system so that you can leave a message. Someone will get back to you as soon as possible. Do not call Technical Assistance for questions about the catalog itself (e.g. how to locate a map of South America or how to use a guide screen). Call your library's reference desk. In HOLLIS, use the Library Guide (LG) database for reference phone numbers and hours for any Harvard library.

Harvard University Library November 1992

Dialing in for phone users with modems

Follow these steps:

1. Dial the HOLLIS number, 495-9500 (see your communications software documentation for instructions on how to dial). If you are using Procomm Plus and would like to setup a dialing directory, please call 495-9388 for assistance.
2. Wait for the high-pitched beep.
3. Once you are connected, press the ENTER or RETURN key. You will get the prompt ENTER TERMINAL TYPE:.
4. Type VT100 (for VT100 or VT102) or TVI950 (for IBM3270, IBM3270/950, or TVI950) and press the ENTER or RETURN key.
5. You should now see the "Welcome to HOLLIS" screen. If you get a blank screen press the ENTER or RETURN key.

Dialing in for ISDN users

Follow these steps:

1. At the CMD: prompt, type DIAL 496-9600.
2. You will get the prompt ENTER TERMINAL TYPE:.
3. Type VT100 (for VT100 or VT102) or TVI950 (for IBM3270, IBM3270/950, or TVI950) and press the ENTER or RETURN key.
4. You should now see the "Welcome to HOLLIS" screen. If you get a blank screen press the ENTER or RETURN key.

Hanging up

When you are done with your catalog searching, type QUIT to return to the "Welcome to HOLLIS" screen. Then you can "hang up" or "disconnect" the phone using whatever instructions your communications software requires.

HOLLIS will automatically disconnect a user if the ENTER or RETURN key is not pressed for 10 minutes. To return to HOLLIS, simply dial in again. There are only a limited number of HOLLIS dial-up lines, so please try not to tie up dial-in lines when you are not actually using the catalog.

THE UNIVERSITY
OF MANITOBA
LIBRARIES

BRIDGE:
THE LIBRARIES' ONLINE CATALOGUE

REMOTE ACCESS TO THE ONLINE CATALOGUE

ACCESS WITH A MICROCOMPUTER AND MODEM

Equipment Needed

You will need the following equipment:
- a personal computer
- a modem
- phone line
- communications software

University of Manitoba students and staff who do not have communications software can obtain software for IBM/IBM compatible or MacIntosh computers from the Microcomputer Resource Center on the main floor of University Centre if a formatted disk is provided. For more information call 474-8500.

Terminal Settings

Your personal computer should be set as follows to access UMnet, the University of Manitoba's computer network, to which Bridge is connected.

Baud: 300, 1200 or 2400
Parity: No Parity
Word length: 8
Stop bits: 1
Duplex: Half

Accessing Bridge

Dial 275-6100 to be connected to UMnet. If you are outside Winnipeg this will be a long distance call unless you live in a centre where there is access to Datapac. If you can use Datapac, UMnet's Datapac address is 93200233.

Once you are connected, a carriage return will give you the prompt from UMnet: **Request (Enter classname or "help"):** To access Bridge from this point follow the instructions listed under ACCESS VIA UMNET on the next page.

(continued on reverse)

ACCESS VIA UMNET

Any terminal on the U of M campus which is connected to UM Net, the campus network, can be used to search Bridge. If you press the enter key and the terminal responds with: **Request (Enter classname or help):**, it is connected to UMnet. **Type bridge** followed by a carriage return. The characters you type will appear double. You will now be connected to Bridge.

As soon as you see the **UML=>** prompt you can begin searching. Type **help** to get the introductory help screen for instructions on how to use the online catalogue.

ENDING YOUR SESSION

To end your session on Bridge, type: **end.** To disconnect from the computer type: **$$soff**

FURTHER ASSISTANCE

If you have queries about equipment, call the Libraries' Systems Office at 474-6617.

If you have questions about how to search Bridge, call the reference librarians in the library you use most often.

Jan. 92

LIBROS

General Library University of New Mexico

WHAT IS LIBROS?

LIBROS, the LIBRary Online System of the University of New Mexico General Library, contains records for approximately 85% of the collections of the following libraries:

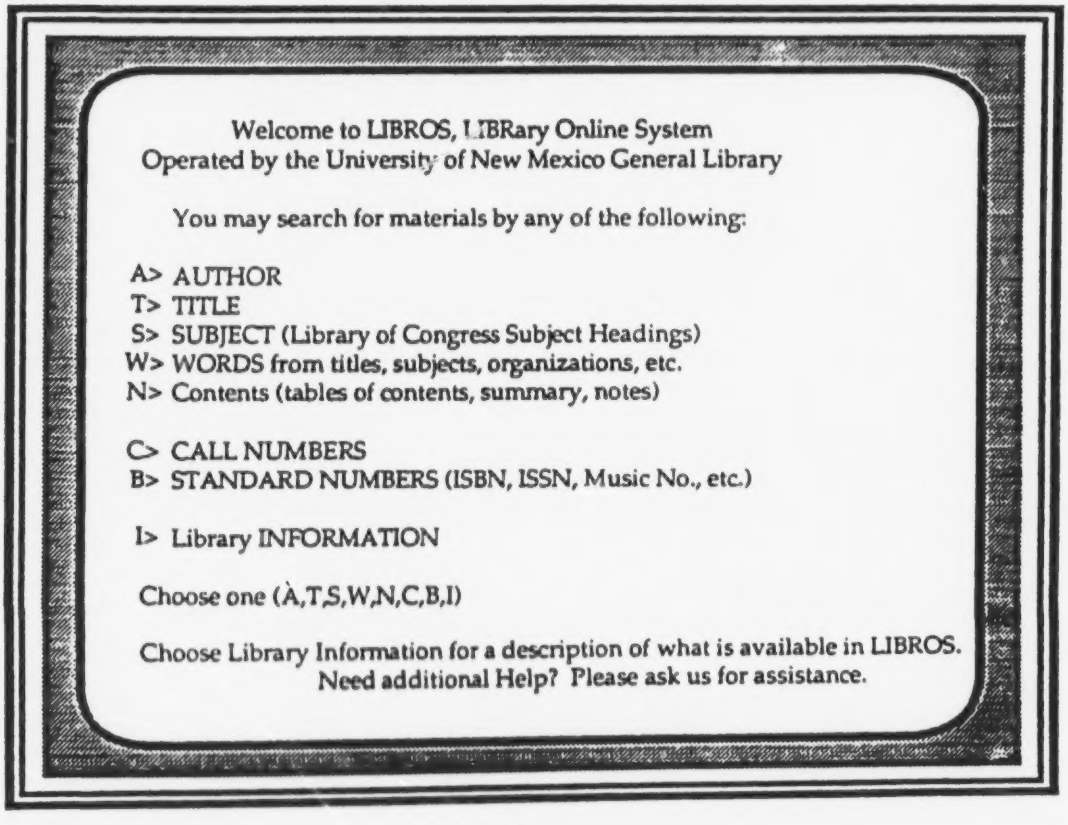
CSEL	Centennial Science and Engineering Library
FAL	Fine Arts Library
Parish	Parish Memorial Library (Business and Economics)
Tireman	Tireman Learning Materials Library
Zim	Zimmerman Library

LIBROS also contains records for materials located in:

ABPL	Albuquerque Planning Resource Center
GLSU	UNM Lesbian Bisexual Gay Alliance
LAW	UNM Law Library
NMT	New Mexico Tech Library

HOW TO SEARCH LIBROS

- If the screen is blank, press the space bar to begin.
- Press F11 or (ESC) at any time to return to the main menu.
- Punctuation and capitalization are optional when searching.
- Consider variations in spelling and the use of singular or plurals when searching.
- Type a letter from the list on the first screen to select the type of search (i.e. T for title).
- BE SURE TO READ THE MENU. The menu at the bottom of each screen indicates which search options are available. The O> Other Options lists additional choices.



Welcome to LIBROS, LIBRary Online System
Operated by the University of New Mexico General Library

You may search for materials by any of the following:

A> AUTHOR
T> TITLE
S> SUBJECT (Library of Congress Subject Headings)
W> WORDS from titles, subjects, organizations, etc.
N> Contents (tables of contents, summary, notes)

C> CALL NUMBERS
B> STANDARD NUMBERS (ISBN, ISSN, Music No., etc.)

I> Library INFORMATION

Choose one (A,T,S,W,N,C,B,I)

Choose Library Information for a description of what is available in LIBROS.
Need additional Help? Please ask us for assistance.

REMOTE ACCESS TO LIBROS:

There are several ways of accessing the LIBROS online catalog. The easiest and most reliable is through the CDCN (#1 below). Your communications software should emulate either VT100 or TVI925. For assistance or further information about remote access to LIBROS, please call Zimmerman Library at 277-4252 or 277-7136.

1. CDCN (Campus Data Computer Network)

You may access LIBROS through the CDCN either by using a dial-up line or a dedicated CDCN terminal. For dial-up access, the telephone numbers are 277-9990, 277-9991, and 277-9992 (at1200/2400 N,8,1). After receiving the connect message, press enter until you receive the CDCN>> prompt. Type **library** or **c library** and press enter. At the login: type **library**. Respond to terminal emulation request and confirm. You will see the LIBROS welcome screen. For further information on searching instructions, select **(I)** for Library Information. To exit select **B> DISCONNECT** at the main menu. It will automatically log you off.

2. On INTERNET with a telnet> prompt:

At the telnet> prompt, type **open LIBRARY.UNM.EDU** and press enter. At the login: type **library** and press enter. Respond to terminal emulation request and confirm. You will see the LIBROS welcome screen. For further information on searching instructions, select **(I)** for Library Information. To exit select **B> DISCONNECT** at the main menu to return to telnet.

3. Medical Center Library catolog:

You may access the Medical Center Library's Online Catalog through the UNMINFO gateway on the CDCN. For dial-up access to the CDCN and UNMINFO, the telephone numbers are 277-9990, 277-9991, and 277-9992 (at 1200/2400 N,8,1). After receiving the connect message, press enter until you receive the CDCN>> prompt. Type "unminfo" **(in lowercase letters)** and press enter. At login: type "unminfo" **(in lowercase letters)** again, and press enter. You will be asked to enter your terminal type. If your communication software supports a terminal emulation, choose VT100. You will see a message welcoming you to the menu driven UNMINFO system. The Medical Center Library's online catalog is included under the category, Library Access. Follow the instructions provided on the screen, including those on how to exit from the system.

If you have any suggestions or comments about LIBROS or the UNM General Library, please use the SUGGESTION option on the Library Information menu.

Introduction to Bobcat

New York University
Elmer Holmes Bobst Library

Bobcat Bulletin 1

You can use BobCat, NYU's online catalog, to find information on over 830,000 library items - books, journals, music scores, videos, recordings, and still counting! It has the same types of information as the card catalog, but these two only overlap slightly. Here's how to determine which tool to use :

USE BOBCAT FOR :	USE THE CARD CATALOG FOR :
Items in Bobst Library acquired **after 1973** (and most older titles too).	Bobst, Institute of Fine Arts, and Kevorkian Center titles published before 1973 that aren't found in BobCat.
Books, serials (journals, annuals and magazines), music scores, videos, CD recordings (and some LPs).	Older LPs; also works in non-Roman scripts aquired before 1985.
Library materials at NYU's Stern Graduate School of Business, Kevorkian Center and the Institute of Fine Arts acquired **after 1973**. Library materials acquired by the New School, Cooper Union, and Parsons School of Design **after 1978** (and many before that date). All Real Estate Institute, New York Academy of Art and Academic Computing Facility titles.	Courant Institute of Mathematics titles, and materials at NYU Law, Dental, and Medical libraries acquired before 1991.

GETTING TO BOBCAT

There are two ways you can reach BobCat. One is to use the terminals available at Bobst and in the Consortium libraries. In Bobst, there are many terminals in the catalog area on the main floor, two terminals on each stack floor, and terminals in each Reference center.
Or, you can also reach BobCat if you have access to the University's computer network, NYU-NET. For more details on accessing BobCat this way, see BobCat Bulletin #2, "BobCat on NYU-NET".

BOBCAT COMMANDS

<CR>, the carriage return or Enter key is the key to use to send a command. On dedicated BobCat keyboards, use the red key marked **SEND** .

The basic commands used to navigate BobCat are :

CAT	to begin a search	**STO**	start over
PS	return to the previous screen	**CON**	continue (for a long record)
FOR	in a list, to move forwards	**BAC**	in a list, to move backwards
END	to disconnect when finished	**HELP**	for an online explanation

BOBCat on NYU-NET

New York University
Elmer Holmes Bobst Library

Bobcat Bulletin 2

You can search BobCat, NYU's online catalog, using NYU-Net, the campus-wide local area network. Dial NYU-NET with your computer and modem, or connect directly from many campus computing facilities. BobCat is accessible 24 hours a day, 7 days a week.

CAMPUS NYU-NET CONNECTION

Search BobCat directly from campus connected to NYU's local area network. Your terminal, microcomputer, or office network must be wired to NYU-Net for direct access to BobCat.

To obtain an NYU-NET connection, call Academic Computing Facility at 998-3333.

DIAL ACCESS FROM OFFICE OR HOME

You can dial NYU-NET if you have:

1) a microcomputer or terminal with a modem, 2) telephone line, 3) telecommunications software (like Kermit, ProComm, AppleTalk).

Once you have all four elements, the settings for BobCat are:

baud rate : either 1200 or 2400;
parity : no (null)
data bits : 8   stop bits : 1
dial NYU-NET : (212) 995-3600

SYSTEMS MESSAGES WHEN CONNECTING TO BOBCAT

system displays :	*you type* :
Welcome to NYU-NET [modems]; unauthorized use subject to legal action. Type '?' for help. [NYUMODEM]>>	**connect bobcat <return>**
Connecting ...(128.122.128.132.0.2) Success. press CARRIAGE RETURN to begin.	**<return>**

BOBCAT COMMANDS The basic commands used to navigate BobCat are:

CAT	to begin a search
PS	return to the last screen
FOR	in a list, to move forwards
END	to disconnect when finished
CON	continue (for a long record)
NS	to move to the next screen
BAC	in a list, to move backwards
HELP	for an online explanation

IND	Gets an index list of search headings
CIT	Gets a citation list of search results
REV	Revise your Boolean search
DAR	See the list of Boolean search results
BRF	See the short bibliographic record, with call number and circulation status (this is the default setting)
FUL	See the full bibliographic record, with subject headings and notes (but not the call number or status)

BOBCAT BASIC COMMANDS (con't.)

North Carolina State University
The Libraries

Remote Access to BIS the Online Catalog

LIBRARY GUIDE

Introduction

BIS (Bibliographic Information System) is the machine-readable version of the NCSU, UNC-CH and Duke card catalogs. BIS is still under development, and it does not contain all library holdings. The card catalog at D.H. Hill Library is still available, but BIS contains records that are not in the card catalog.

BIS allows access to **more than 97% of NCSU Libraries' book records.** A smaller percentage of UNC-CH and Duke's book records is currently available. Journals and other serial records are incomplete in all three university catalogs. BIS is not an index to journal articles. Government Documents and NTIS technical reports are not in the BIS database.

Connecting to BIS

Access to BIS is provided through the NCSU Computing Center dataswitch. You may connect to the dataswitch using either terminals or microcomputers on campus that are directly connected to the switch, through campus Ethernet or DECnet terminals, or by dialing into the switch using microcomputers or terminals connected to a modem.

TERMINAL, MICROCOMPUTER, AND MODEM REQUIREMENTS

Terminals	Most terminals commonly used on campus may be used to access BIS.
Microcomputers	Most familiar brands are suitable.
Communications	*Kermit* is recommended and is available free from the Information Center, Rm.106, Hillsborough Bldg. *Red Ryder, PC Talk, ProComm* and many other packages are also suitable.
Modem	Any modem capable of asynchronous communication at 300, 1200, 2400 or 9600 baud should allow access to BIS.

TO CONNECT TO THE DATASWITCH USING A MODEM.

Set the communications parameters in your terminal or communications software to full duplex. Any parity is acceptable; word length may be 7 or 8 data bits. If you are using a graphics-oriented terminal, see the section below on Ethernet or DECnet terminals.

1. Dial 515-3980 to connect to the dataswitch (all bauds). (If calling from a 515 number on campus, dial the last 5 digits). In Chapel Hill, dial 962-9911 (300 or 1200 baud) or 962-9921 (2400 baud) or 962-9931 (9600 baud); in Durham, dial 549-8211 (all bauds).
2. Press [RETURN] until you receive the message "ENTER DEST."
3. Type **LIB*** and press [RETURN]. (LIB* does not show on your screen.)
   NOTE: LIB* will be replaced by a new access method in October 1992.
4. The dataswitch responds with "Connected to nn-nn" (where nn-nn is a number of the port to which you are connected) and should be ignored.
5. If the switch responds with "Destination Busy","Destination disabled", or "Destination unavailable", all connections to BIS are busy, or BIS is unavailable. Try again later.
6. Press [RETURN] until the welcoming screen appears. If the welcoming screen does not appear after 10 seconds, BIS may not be available or your communications configuration may be set improperly.
7. To disconnect, type **end, quit, logoff,** or **bye** and press [RETURN].

TERMINALS CONNECTED DIRECTLY TO THE NCSU DATASWITCH.

No software or modem is needed. Make sure the terminal is in character mode and full duplex. If the terminal has a mode switch on the front, set to line mode (TSO) position. If you are using a graphics-oriented terminal, see the section below on Ethernet or DECnet terminals.

1. Press [RETURN] at your terminal until you receive "ENTER DEST"
2. Type **LIB*** and press [RETURN]. (LIB* does not show on your screen).
   NOTE: LIB* will be replaced by a new access method in October 1992.
3. The dataswitch responds with "Connected to nn-nn" (where nn-nn is the number of the port to which you are connected), and should be ignored.
4. If the switch responds with "Destination busy", "Destination disabled", or "Destination unavailable", all connections to BIS are busy or BIS is unavailable. Try again later.
5. If a port is available, the welcoming screen to BIS will scroll up in a few seconds.
6. Press [RETURN] until the welcoming screen appears. If the welcoming screen does not appear after 10 seconds, BIS may not be available or there may be a problem with the port.
7. To disconnect, type **end, quit, logoff** or **bye** and press [RETURN].

TERMINALS CONNECTED TO AN NCSU CAMPUS ETHERNET OR DECNET NETWORK.

Set the communications parameters in your terminal or communications software to 8 data bits, no parity, one stop bit, and full duplex.

This service is available for all graphics-oriented terminals that might experience problems with the normal LIB* service, not just Ethernet users. However, BIS will not respond to commands if your terminal is not set for eight data bits and no parity. If you inadvertently request ELIB* without the proper configuration on your terminal, BIS allows you to change the configuration to eight data bits and no parity while still connected to BIS, if your hardware and software allow such a change.

You must reach the dataswitch via your network. When you reach the dataswitch, follow the instructions for directly connected terminals, except that you must enter ELIB* instead of LIB*.

NOTE: LIB* and ELIB* will be replaced by a new access method in October 1992.

Need Help With the Connection?

NCSU Computing Center's User Services consultants are available during service hours (8:00 a.m. - 5:00 p.m.), at 515-3035 to help you with problems in connecting to BIS. You may also send them questions by electronic mail to CONSULT@NCSUVM.BITNET or visit the Information Center in Room 106, Hillsborough Building.

Searching the BIS Catalog

GENERAL INFORMATION.

- All commands must be typed and entered at your terminal.
- Only one title, subject, or author may be searched at a time.
- No capitalization necessary. Upper/lower case does not matter.
- Type in all numbers, abbreviations, acronyms and initialisms as they appear in your reference.
- To view the previous screen, type ps and press [RETURN].
- To view the next screen, type ns and press [RETURN].
- Read the command options at the bottom of your screen.

INDEX SEARCHING.

Index searching allows you to browse through lists of authors, titles, or subject headings. Index searching may allow you to find an author, title, or subject when you are not sure of the author's name, do not have an exact title, or do not know the exact Library of Congress subject heading.

1. Type **in** followed by either **au, ti, su**
2. Type the author, title or subject (See example below)
3. Press [RETURN].
4. To select from the index, read commands at the bottom of the screen.

Example: in au dickens
in ti gone with the wind
in su north carolina

AUTHOR SEARCHING.

1. Type **au** followed by a space.
2. Type author's last name, space, and then the first name or initial, if known.
3. Press [RETURN].

Example: au michener j
au sas institute

TITLE SEARCHING.

1. Type **ti** followed by a space.
2. Type the title or a portion of the beginning of the title (the system allows right truncation).
3. Omit articles (a, an, the, or foreign equivalents) that appear at the beginning of the title.
4. Press [RETURN].

Example: ti old man and the sea

SUBJECT HEADING SEARCHING.

1. Type **in su** followed by a space.
2. Type the subject heading or beginning fragment you want to search.
3. Press [RETURN].

Example: in su chemistry organic

Tips for subject searching:

- Subject searching is actually SUBJECT HEADING searching, based on the *Library of Congress Subject Headings*. This is not keyword or free-text searching.
- Subject headings assigned to a book are listed in the FULL display. Therefore, if you know of a book on your topic, do a title search for that book to find appropriate subject headings for your search.
- Use terms you know to do an index title search to see if BIS lists books with titles beginning with your terms. Look at the FULL display of those books to get appropriate subject headings.

CALL NUMBER SEARCHING.

1. Type **cn** followed by a space.
2. Type the call number you want to search. Put a space between each part of the call number (see the example).
3. Press [RETURN].

Example: cn e 159 f62

CONTROL NUMBER SEARCHING.

1. Type **isbn**, **issn** or **lccn** followed by the number without hyphens.
2. Press [RETURN].

Example: isbn 0816014051

HOLDINGS AND AVAILABILITY INFORMATION.

BIS can tell you if a book is checked out from the NCSU Libraries.

1. Once you have retrieved the basic display, type **ho** and press [RETURN].
2. The computer should then display holdings information including whether or not copies of the item are checked out.
3. If a copy of the item is checked out, the computer should tell you so, and display the date the item is due.

If you need more information about an item that is checked out, contact Circulation at 515-3364.

If no circulation information is displayed, the book should be available and at it's location in the library indicated. If you visit the library and cannot find the item, check with the Circulation Desk.

MULTI-LIBRARY SEARCHING.

The database currently contains UNC-CH items cataloged since 1975 and Duke items cataloged since 1979. BIS can search the catalogs at Duke (du), NCSU (ncsu), UNC-CH (unc), or all three at once (all).

You may enter your choice of schools when you first enter your search, or after you have performed a search.

Example: Type **all ti** grapes of wrath
to look for copies at all three institutions.

Type **unc du ti** grapes of wrath
to look for copies at UNC-CH and Duke.
To then search NCSU, just type **ncsu** and press [RETURN]
to transfer your search to NCSU.

Obtaining Materials From Other Libraries

If you find materials that are owned by Duke or UNC-CH that are not available at NCSU, you may borrow those materials directly from the libraries, or you may request an Interlibrary Loan. (Interlibrary loan service is only available for NCSU faculty, staff and students.)

To find out more information about borrowing materials directly from Duke and UNC-CH, contact the NCSU Circulation Department at 515-3364.

For more information about requesting a book through Interlibrary Loan, contact the Interlibrary Center at 515-2116.

Library Catalogs From Around the Country

Library catalogs from around the country are available through the Internet. Addresses on the Internet for library catalogs are available on Happenings under "Computing Information," and in the *Internet Resource Guide* available at the D.H. Hill Library Reference desk and at the Computing Center Information Center (Room 106, Hillsborough Building). For more information about accessing the Internet contact the D.H. Hill Library Reference desk at 515-2935. To establish a campus e-mail account contact the Computing Center at 515-3035.

For information about obtaining materials found at other institutions, contact the Interlibrary Center at 515-2116.

Help

If you need help at any time during your search, type **help menu** and press [RETURN] to view a list of help options.

For further assistance, contact the D.H. Hill Reference desk during service hours at 515-2935 or send a message to the Reference E-Mail service at LIBREF@NCSUVM.BITNET.

NOTE: LIB* and ELIB* will be replaced by a new access method in October 1992.

6

How To Access LUIS Databases From a Microcomputer or Remote Terminal

If you have a microcomputer or terminal with a modem, you can access Northwestern University Library's LUIS multi database system remotely. This includes NUcat, the online catalog, and two periodical indexes. The LUIS system can also be used from any terminal which can connect to NUNET (the University computer network), or from terminals on the Northwestern campus which are equipped with an NTG Data Interface Unit (DIU). This guide provides basic instructions for accessing LUIS for 1) microcomputer users or others "dialing in" through a modem and telephone line; 2) for users who have access to NUNET or the Internet using the TELNET TCP/IP protocol; and 3) for those with DIU's.

USING LUIS FROM YOUR MICROCOMPUTER OR TERMINAL AND MODEM

Any 300, 1200, 2400, or 9600 bits per second (b.p.s., or baud) modem can be used with a microcomputer or terminal to access LUIS. If you have a microcomputer, you will also need communications software. Software which provides terminal emulation such as VT100, VT52, or IBM3101 will significantly improve the readability of LUIS screens. Communication software providing VT100 emulation for both the IBM PC and the Macintosh are available without charge from Northwestern's Academic Computing and Network Services (ACNS).

The following switch settings on your terminal or software settings on your communication program must be set before dialing into LUIS:

EVEN Parity
SEVEN (7) Data Bits Word Length
ONE (1) Stop Bit
FULL Duplex

The speed on your software should be set to match your modem. With all of these set, dial:

(708) 491-3070
(or **1-3070** if you're on the Chicago or Evanston campus)

Once connected, press **ENTER** once (or twice) until you receive the following prompt:

ENTER TERMINAL TYPE:

Enter the model number of the terminal you are using or emulating on a microcomputer. **VT100** (or any of the other supported terminal types) is recommended for microcomputer users who have software that supports terminal emulation. The following terminal types are supported: ADM31, ADM3A, DM1520, DM1521, DM3045, IBM3101, IBM316X, IBM3164, ALA3164, TVI912, TVI920, TVI950, TVI950R, and VT100; if your terminal type is not on this list, use **TYPETERM** to access LUIS as a "dumb" ASCII terminal. After pressing **ENTER**, the screen will go blank. In most cases the LUIS introductory screen will appear after a brief pause.

There is no need to "sign off" from LUIS when you are done; simply hang up your phone.

ACCESSING LUIS THROUGH THE INTERNET

LUIS may be accessed from terminals or microcomputers at Northwestern with connections to NUNET or from other academic institutions via the Internet, using TELNET. The INTERNET address is LIBRARY.UCC.NWU.EDU (IP address is 129.105.54.2) You must use 3270 terminal emulation to connect to LUIS. i.e. use the TN3270 version of Telnet. VT100 and other ascii terminal types are not supported. Once connected the LUIS Database Selection screen will appear, select "ncat" for the online catalog. The use of some databases is limited to current NU students, faculty and staff. To exit LUIS enter 'stop" and any LUIS prompt.

USING LUIS FROM A TERMINAL EQUIPPED WITH A DIU

With a DIU attached to your terminal or microcomputer, you can access LUIS at 9600 b.p.s. Use the same terminal or software communications settings as you would for a modem: **EVEN** parity, **SEVEN** bit word length, **ONE** stop bit, **FULL** duplex. Your DIU speed setting should be on 9600. The number you dial is **1-4194**. Once connected, proceed as you would if you were dialing in through a modem.

YOUR KEYBOARD AND LUIS

There is wide variation among terminals in the way keys are laid out and labelled, sometimes making for occasional difficulties when communicating with another computer. If you experience "noise problems" on your communication line, key functions which can be particularly useful when using LUIS are **CLEAR**, **RESET**, and **TAB**. If your keyboard does not have these keys, try **ESC**, **CTRL/Z**, or the **0** on the numeric keypad for the **CLEAR** function, **CTRL/G** or **BLOCK CONV** for the **RESET** function, and **CTRL/I** for the **TAB** function.

Academic Computing and Network Services consulting staff at (708) 491-3290 or at (312) 503-ACNS on the Chicago Campaus can provide general help with microcomputer and terminal communications. If you have any questions about LUIS itself, call the Library's Reference Department at (708) 491-7656.

HOURS LUIS IS AVAILABLE REMOTELY

LUIS may be used remotely whenever one or more of the University libraries is open. During the regular academic year (Fall, Winter, and Spring quarters), typical availability is 8:30 a.m. through 1:00 a.m. Monday through Saturday and Noon to 1:00 a.m. on Sunday.

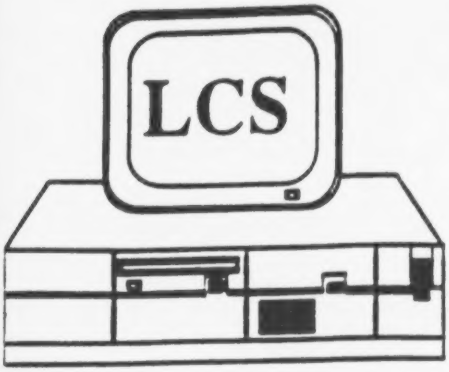
CAPTURING AND MANIPULATING LUIS INFORMATION

With a microcomputer, you can "save" LUIS information onto a floppy or hard disk, and later manipulate the information with a word processor for use in term papers or bibliographies. If your software is emulating a VT100 terminal, you should use a "screen save" function to capture each screen of LUIS information you want, rather than direct capturing of all information coming into your computer.

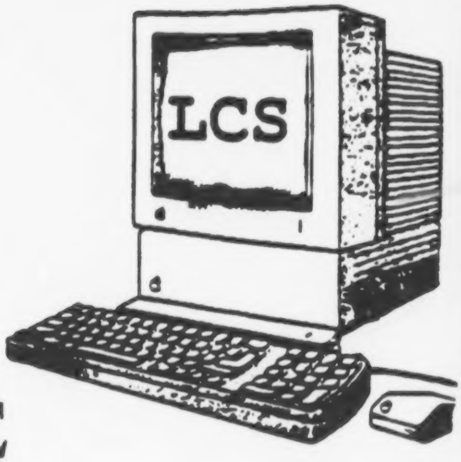
For IBM and compatible machines, a program called BIBLIO5O is available at no cost from the University Library which makes the editing of LUIS information automatic; inquire in the Reference Department for a copy.

Dialout 2/93

The Ohio State University
LIBRARIES



USE LCS FROM ANYWHERE



LCS HOURS

Monday-Thursday	7:30 a.m.-1:00 a.m.
Friday	7:30 a.m.-10:00 p.m.
Saturday	9:00 a.m.-midnight
Sunday	1:00 p.m.-1:00 a.m.

CONNECTING TO LCS

LCS can be accessed via dial access, direct telnet connection, or as an OASIS selection.

MODEM, DATAPATH, OR AILU ACCESS

Telephone Numbers:	1200 baud	(614)292-3112	(modem)
	2400 baud	(614)292-3124	(modem)
	9600 baud	(614)292-3196	(modem)
	9600 baud	(614)292-9750	(datapath & AILU)

Terminal Settings:	Parity	No		Space
	Data Bits	8	or	7
	Stop Bits	1		1
	Duplex	Full		

Logging On:

1. After establishing the connection with the computer, immediately tap the **Enter/Return** key twice.
2. At the prompt **HOST NAME?** Type **sonngate** and tap the **Enter/Return** key.
3. At the **GO** prompt, tap the **Enter/Return** key twice.

MODEM, DATAPATH, OR AILU ACCESS (cont.)

Logging on (cont.)

4. At the **SONNGATE menu** type **l** (lower case L) to select LCS.

5. At the **Enter Device Type (PAPER):** prompt enter one of the following three options:

   - **PAPER** if your equipment cannot emulate one of the available terminal types or if you want to save (log) your searches in a file that you can read again later or print to paper through a word processing or bibliographic software package. Many communications packages include a capture feature such as *PROCOMM Plus'* **log file** command and *Red Ryder's* **file capture** command that will save information into a file.

     PAPER is the default option and can be selected by tapping the **Enter/Return** key at the Enter Device Type (PAPER): prompt.

   - **VT100** if you want the usual LCS full-screen session already familiar to users. A new feature is the session status line at the bottom of the screen. The status line provides you with session status information such as keyboard status and identifies the port to which your equipment is connected. VT100 is a popular terminal type that is emulated by many hardware and software packages.

     To select this option, type **VT100** followed by a carriage return at the Enter Device Type (PAPER): prompt.

   - **?** if you want to see a long list of other terminal emulations that are available to users. Although the terminal types PAPER and VT100 should meet most users' needs, these other terminal types may be helpful in some circumstances.

NOTE: If you are using *PROCOMM*, you may want to upgrade to *PROCOMM PLUS* software, which is available from Academic Computing Services (ACS), 508 Baker Systems. You must have a valid OSU ID and bring four (4) blank 3.5" of 5.25" disks to exchange for the software disks and script files to access LCS and other electronic services available on campus. ANY AUTOMATIC LOGON SCRIPT FILES THAT YOU HAVE BEEN USING WILL NO LONGER MAKE A SUCCESSFUL CONNECTION TO LCS.

If you are using *Red Ryder*, you cannot disconnect without turning off the modem. ACS and the Libraries are currently evaluating other telecommunications software with better features for distribution from ACS.

BISON
Buffalo Information System ONline
University at Buffalo

Making the BISON REMOTE Connection

Network Users

MAKING A DCA NETWORK CONNECTION

- Set parameters at 7 data bits, even parity.
- At the "Please Enter Host Access Code" prompt: type bison <return>
- At the "Enter Terminal Type" prompt: Enter your terminal type. Normally terminal type is VT100. Press <return>
- At the blank screen, press <return>
- At the Database Selection Menu, type: bcat <return>

MAKING AN ETHERNET TCP/IP NETWORK CONNECTION

- At the DOS prompt, type: telnet bison <return>
- At the "Enter Terminal Type" prompt: Enter your terminal type. Normally terminal type is VT100. Press <return>
- At the blank screen, press <return>
- At the Database Selection Menu, type: bcat <return>

ENDING YOUR SEARCH

- Type: stop <return>

NEED ASSISTANCE?

In making the connection

Call the AV/Micro Information Center Hotline at 645-3506.

In searching BISON REMOTE

Call the appropriate library during regular reference hours: General Libraries (Lockwood Library, Science and Engineering Library, Undergraduate Library) 645-2945; Health Sciences Library, 829-3900; Law Library, 645-2047; Music Library, 645-2924.

January 1993

BISON
Buffalo Information System Online
University at Buffalo

Making the BISON REMOTE Connection

Microcomputer/Modem Users

MAKING THE CONNECTION

❶ Set your communications software parameters as follows:
Data Bits: 8
Parity: None
Stop Bits: 1
Terminal Emulation: VT100

❷ Dial one of these numbers as appropriate:

	300bps	1200bps	2400bps	9600bps
General off campus users	645-6500 645-6516	645-6500 645-6516	645-6516	645-6578
Amherst Campus	6500	6500	6516	6578
Main Street Campus	8-6500	8-6500	8-6516	8-6578
Pendleton Exchange users	625-8200	625-8200	625-8200	Not Available

❸ At the CONNECT message, press <return> three times or until you see "Welcome to the UB Internet"

❹ At the "Enter username>" prompt, type: c <return>

❺ At the "UBNET>" prompt, type: c bison <return>

❻ Press <return> again

❼ At the "Enter Terminal Type" prompt: Enter your terminal type. Normally terminal type is VT100. Press <return>

❽ At the UB logo screen, press <return>

❾ At the Database Selection Menu, type: bcat <return>

ENDING YOUR SEARCH

❶ Type: stop <return>

❷ At the "UBNET> " prompt, type: logout <return>

NEED ASSISTANCE?

In making the connection

Call the AV/Micro Information Center Hotline at 645-3506.

In searching BISON REMOTE

Call the appropriate library during regular reference hours: General Libraries (Lockwood Library, Science and Engineering Library, Undergraduate Library) 645-2945; Health Sciences Library, 829-3900; Law Library, 645-2047; Music Library, 645-2924.

January 1993

UNIVERSITY OF TEXAS, AUSTIN

UTCAT
Plus
UT Austin Campus
Information System

Access to UTCAT PLUS

Revised February 1993

The UTCAT PLUS campus information system, including the UTCAT Library Catalog, is accessible from a variety of terminals and personal computers anywhere in the world.

No passwords or charges are required for using UTCAT, but some databases in the UTCAT PLUS system are restricted to current UT Austin students, faculty, and staff.

Some of the computer systems through which UTCAT PLUS is available may require passwords or charges.

UTCAT PLUS hours
Sunday - Friday, 6am - 2am;
Saturday, 6am - midnight.

Telephone help

General help in searching
512-495-4250

Computer system problems (logging on/off, using keyboard, etc.)
Computation Ctr.: 512-471-3241
Data Processing: 512-471-8800

Library terminals

120 UTCAT PLUS terminals are available in campus libraries, on a first-come, first-served basis.

Printing/downloading
Those using microcomputers to access UTCAT PLUS can print out information or save it to a disk (one screen at a time or continuously, depending on the access method being used). Those using terminals with printers can print one screen at a time.

UT Austin students, faculty, and staff may print or download from UTCAT PLUS, by appointment, in the Electronic Information Centers located in PCL Reference area (495-4291) and UGL (495-4435).

Access for users with disabilities
Library staff assist users with disabilities as needed, and provide instruction for users and their research assistants.

Wheelchair-height terminals are available in all campus libraries.

The Adaptive Technology Library Center, located in UGL, offers an IBM-compatible PC with voice output, a Kurzweil reading machine, a Versabraille II computer, Braille and dot-matrix printers, and other special equipment. For more information, call 512-495-4444.

Data Processing terminals

UTCAT PLUS is available on terminals in UT Austin administrative offices, connected directly to the Data Processing Division computer.

From the "tower screen"
Type `info` and press ENTER.

If you have already logged on with your user ID and password, give the command `*utcat`

New and improved!

Dial-up access

This method is now recommended for free dial-up access with personal computers using a modem and communications software. No password is needed.

1. **Set your communications software**
   8 data bits, 1 stop bit,
   No parity, Full duplex,
   VT100 or VT102 emulation

   If your software cannot emulate a VT100 or VT102 terminal, please call John Kupersmith at 512-495-4350 or send e-mail to lyaa060@utxvm.cc.utexas.edu
2. **Dial:** 512-475-9996

   When connected, you will see a "TELESYS User Access Verification" message on the screen.
3. **At Username prompt:**
   Type `utcat`
   and press RETURN.
4. **Using UTCAT**
   Follow directions on the screen. See "Keyboard Tips," next page.
5. **Printing or saving to disk**
   This method provides good results using the continuous printing or logging functions of your communications software; or, to print or save a screen exactly as you see it, use the "print screen" or "screen dump" functions.
6. **To log off and disconnect**
   Give the STOp command and follow directions on the screen.

TELESYS dial-up

Authorized users may access UTCAT PLUS after logging on to TELESYS. While there is a charge for a Telesys account, it provides access to some computers and information systems not available on UTCAT PLUS (for details, call 471-3241).

1. **Dial and log on to TELESYS with your Username and Password.**
2. **At the TELESYS> prompt**
   If you are using VT100 or VT102 emulation, type `tn3270 utxdp` and press RETURN.

   Alternative method If you cannot use VT100 or VT102 emulation:
   At the Telesys> prompt, type `utcat` *and press RETURN. When you see the word "Open" press RETURN once (or more if needed). At the GO prompt, press RETURN. Then follow directions on the screen.*
3. **Using UTCAT**
   Follow directions on the screen. See "Keyboard Tips" below.
4. **To log off**
   Give the STOp command and follow directions on the screen. You will see the TELESYS> prompt. To disconnect, type `quit` and press RETURN.

UT System SNA Network

UTCAT is conveniently accessible from some UT System campuses, using the SNA Network. Check with your campus computer center to see what command sequence is used to access UTCAT.

THEnet

THEnet (Texas Higher Education Network) is another way to reach UTCAT from other Texas campuses.

If you have access to THEnet, follow these instructions; otherwise, use the "Internet" section below.

1. **Connect to your local system**
   For details, contact the library or computer center on your campus.
2. **At the network prompt**
   Give the command
   `set host utaus`
3. **At the Username: prompt**
   Type `utcat` and press RETURN. Follow directions on the screen.

Internet

UTCAT is accessible from terminals or personal computers anywhere in the world, if the user's local system is linked to the Internet network.

Connect to your local system
Then give the command
`tn3270 utxdp.utexas.edu`
then follow directions on the screen.

Alternative method If you cannot use tn3270:
Give the command
`telnet utcat.utexas.edu`
You will see a blank screen unless your local system generates a prompt. Press RETURN once (or more if needed). At the GO prompt, press RETURN. Then follow directions on the screen.

UTCAT PLUS is also available through Gopher, LIBS, and other Internet menu systems.

Keyboard tips

Depending your hardware and software, you may have to use one of these as a substitute for ENTER: `RETURN, keypad ENTER, CONTROL-J, SHIFT-F10`

All UTCAT commands can be given using the "plain English" words and abbreviations listed on the bottom of each screen. For faster operation, some of the commands also work with ESCAPE key combinations (press ESC, then the number key):

```
ESC/1 = BAC = BACk
ESC/2 = REP = REPeat
ESC/3 = IND = INDex
ESC/4 = EXP = EXPlain
ESC/5 = NEW = NEWs
ESC/6 = HEL = HELp
ESC/7 = MEN = MENu
ESC/8 = STO = STOp
ESC/9 = COM = COMment
```

The following keys should work in VT100 emulation:

Unlock/reset keyboard: TAB, keypad ENTER, or SHIFT-F8
Backspace: left arrow <-
Delete character: DEL
Delete to end of line: ESC/DEL

For a complete table of keyboard equivalents for all terminal types and emulations, see the Computation Center's guide, "Using the IBM VM Computer with ASCII Terminals". To request this guide, use the COMment function, or call 471-3241.

Comments or questions about this guide? Please contact John Kupersmith, 512-495-4350; lyaa060@utxvm.cc.utexas.edu

**The General Libraries
The University of Texas
at Austin**

UNIVERSITY LIBRARY SYSTEM

The University of Western Ontario

REMOTE ACCESS

To the Online Catalogue of the University of Western Ontario Library System

By following the procedures outlined below you will be able to use the Library System's Online Catalogue from your office, residence room or home, providing you have the appropriate hardware and software. This consists of a terminal or personal computer containing some communications software, and a modem or a direct data line from your on-campus office.

There are two ways to gain access to the Online Catalogue via Remote Access: Dial-in Access to the U.W.O. network or Direct Line access via the PACX. [Note: Direct connected lines are only available between buildings on the Campus.]

Your terminal or PC parameters should be set as follows:

Speed	1200/2400/9600 or 14400 bps
Data bits/Display bits	bits 7
Parity	SPACE
No. of Stop bits	1

For Dial-In Access (e.g. FROM HOME OR ON-CAMPUS)

1. Set the speed to 1200/2400/9600 or 14400 bps (according to your modem capability)

2. Set terminal type to VT100.

3. Dial 661-3511 (1200 or 2400 bps), 661-3512 (9600 bps v.32 / MNP5) or 661-3513 (14400 bps v.32 bis / v.42 bis) and wait for the connection to be established. With certain modems this is signalled by a "CONNECT" message on the screen. [Note: the exact procedure for dialing will depend on the type and brand of modem used, and your communications software.]

4. Press RETURN once or twice until the prompt appears. At the UWONET-SERVER> prompt type LIBRARY then press RETURN.

   The above procedure will connect you to the Library Online Catalogue. The first screen is the "welcome" screen. The second screen is the NEWS screen which concludes with the prompt: "Press SEND to continue". [Note: SEND = RETURN = ENTER.] Proceed from here to conduct a normal catalogue searching session. Instructions for using the Online Catalogue are available from the Reference staff of any of the University libraries. Online HELP is also available at each stage in the searching process.

5. To terminate your session press CTRL and D, simultaneously.

HOURS OF OPERATION

REMOTE ACCESS is available twenty-three hours a day, seven days a week, with scheduled downtime usually between 3-4 or 6-7 A.M.
Unscheduled downtime due to system or network problems may occur without notice.

ASSISTANCE

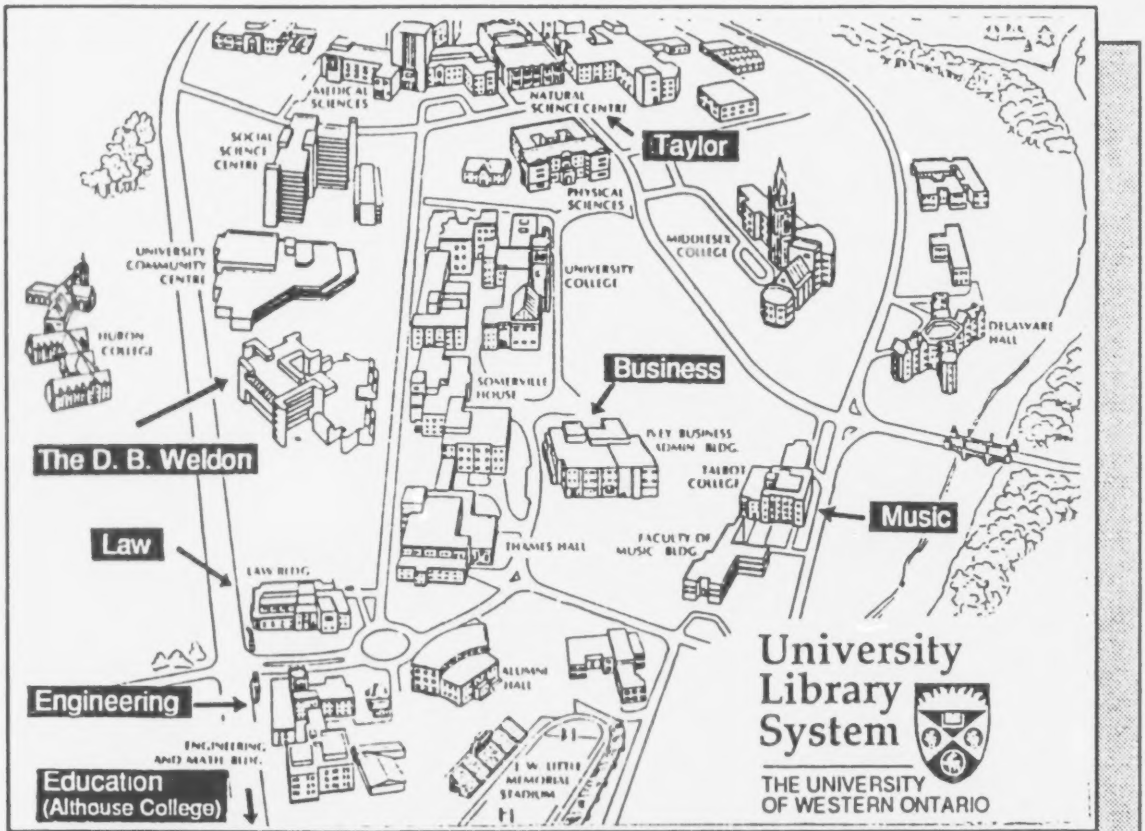
Questions or problems connecting to the UWO Network or PACX should be directed to :

CCS Help Desk	(519) 661-3800	
Library Systems Dept.	(519) 661-2111	ext. 4809

Questions concerning the use of the Online Catalogue, its holdings or search procedures may be directed to the Reference Desks of each of the libraries in the University Library System.

Business	(519)	661-3941	
Education	(519)	661-3172	
Engineering	(519)	661-3958	
Law	(519)	661-3171	
	or (519)	661-2111	ext .8274

Music	(519) 679-2111 ext. 4846
The Allyn and Betty Taylor Library	(519) 661-3168
The D.B. Weldon Library	(519) 661-3162


Medical Sciences
Natural Science Centre
Taylor
Social Science Centre
Physical Sciences
Middlesex College
University Community Centre
University College
Huron College
Delaware Hall
Somerville House
Business
Ivey Business Admin. Bldg.
Talbot College
The D. B. Weldon
Music
Law
Thames Hall
Faculty of Music Bldg.
Law Bldg.
Alumni Hall
Engineering
Engineering and Math Bldg.
J. W. Little Memorial Stadium
Education
(Althouse College)
University Library System
THE UNIVERSITY OF WESTERN ONTARIO

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

REMOTE ACCESS PATRON REGISTRATION

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

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UNIVERSITY OF CALIFORNIA, IRVINE

UCI Library

APPLICATION FORM

MELVYL® DATABASE PASSWORD FOR REMOTE ACCESS

Name: ______________________________

UC Identification No.: ______________________________

Circle one: faculty staff graduate student undergraduate student

Department or Major: ______________________________

Address: [Your unique password will be mailed to this address]

____

____

____

I understand that all non-catalog MELVYL® databases are licensed to the University of California by their producers for use outside University of California Libraries **only by University of California faculty, staff, and students**, and that this MELVYL® database password is intended solely for my personal use.

Signature: ______________________________ Date: ______________

Please send to:

Data Services
Main Library
Room 388

or

Data Services
The Library
University of California
P.O. Box 19557
Irvine, CA 92713-9557

For additional information, please call Data Services at (714) 856-4098.

10/92jbh

UNIVERSITY OF SOUTHERN CALIFORNIA

USCInfo CENTRAL LIBRARY SYSTEM

USC

USERID APPLICATION
PERSONAL

Please print or type.

Name: ______________________________ Date: ____/____/____
Last First Middle Initial

☐ New Application ☐ Renewal for (circle one): FALL SPRING ,19 __ __

PERSONAL INFORMATION

Social Security: ___ ___ ___ - ___ ___ - ___ ___ ___ ___ Library Barcode: 2 - 1275 - ___ ___ ___ ___ ___ ___ - ___ ___ ___ ___

Academic Department: ______________________________ Mail Code: __ __ __ __

USC Status: ☐ Undergraduate ☐ Graduate student ☐ Staff ☐ Faculty ☐ Resident/Fellow

USC Affiliation: ☐ University Park ☐ Health Sciences ☐ LAC & USC Medical Ctr. ☐ Children's Hospital ☐ Other ____________

Campus (Work) Address:

____
Building and Room Number --or-- Street Address

____
City State Zip Code

Telephone: (___) ___ - ____

Home (Local) Address:

____
Street Address Apt. No.

____
City State Zip Code

Telephone: (___) ___ - ____

COMPUTER INFORMATION

USCVM UserID: __ __ __ __ __ __ __ __ (Only if you currently have one.)

Computer type: ☐ IBM/Compatibles ☐ Macintosh ☐ Terminal ☐ Unix ☐ Other ____________

Connection type: ☐ Modem ☐ Micom ☐ Ethernet ☐ Other ____________

If Ethernet is checked, specify printer IP Number (if known): ____________

NOTE: The library supports communications software for IBM/Compatibles and Macintosh computers only. Other computers or workstations may access the system through their own communication programs.

Please read and sign (applications cannot be processed without signature).

This UserID is issued for my sole personal use. Misuse of this account will result in the immediate cancellation of the UserID. I further understand that the USCInfo databases include copyrighted material, and that I am liable for any copyright infringement connected with this UserID.

____
Signature

____/____/____
Date

Please fold and mail to address on reverse.

For more information about this application, call (213) 740-3568 (University Park Campus).

FOR STAFF USE ONLY

____/____ Verified in GEAC Circ.
____/____ UCS Request
____/____ UserID Verified
____/____ Documentation Sent
____/____ Entered in Database
Initials Date

USCVM Account: Z __ __ __ __
USCVM UserID: __ __ __ __ __ __ __ __
Expiration Date: ____/____/____

PS-20 (12/90)

Postage is not necessary, when using CAMPUS mail.

Fold on dotted line.

Place
1st Class
Postage
Here

Doheny Library Computer Center
DML 023
University of Southern California
Los Angeles, CA 90089-0182

Fold on dotted line.

Postage is not necessary, when using CAMPUS mail.

BISON
Buffalo Information System Online
University at Buffalo

BISON REMOTE Registration Form

Name

Mailing Address

Phone Number

UNIVERSITY AFFILIATION

- ☐ Faculty/Staff
- ☐ Graduate/Professional Student
- ☐ Undergraduate Student
- ☐ Department/ Major ____________________
- ☐ Alumni
- ☐ No formal affiliation

EQUIPMENT

How will you connect to BISON REMOTE? Check all that apply.

- ☐ Modem at an off-campus site
- ☐ Modem on campus
- ☐ DCA Network Connection
- ☐ ETHERNET TCP/IP Network Connection

TELECOMMUNICATION SOFTWARE

If you are a modem user what telecommunication software will you be using?

- ☐ KERMIT (supplied by the University Computing Center)
- ☐ Your own software

If you are planning to use your own software, what software is it?

Please mail this form to: BISON REMOTE Registration, Director's Office, University Libraries, 433 Capen Hall, University at Buffalo, Buffalo, NY 14260

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

SEARCHING GUIDES TO THE ONLINE BOOK CATALOG

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

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University of Massachusetts, Amherst

Using the Online Catalog

THE FIVE COLLEGE ONLINE CATALOG is divided into two databases, UMASS and FOUR COLLEGES, which record most, but not all, of the libraries' books. (You may have to consult other library records, especially for periodicals, government documents, theses, and other special types of materials.) If you need help at any point, ask for it.

-To move from ***UMASS to FOUR COLLEGES*** *type /VP, then press the* ***RETURN*** *key, then type* ***1*** *and press the* ***RETURN*** *key again.*

-To move from ***FOUR COLLEGES to UMASS*** *type /Exit and press the* ***RETURN*** *key.*

☐ *TO START*

-If the screen is dark, or shows the message "You are logged off", press the **BREAK** key and then the **RETURN** key. The UMASS label should appear in the upper right corner of the screen.

-If the screen shows something besides a menu. type **/ES**, and press **RETURN.**

☐ *TO BEGIN YOUR SEARCH*

Choose from the menu the number for the type of search you want to make **type in the number**, and press **RETURN**. The machine will then give you a line to fill in:

AUTHOR: Type the author's last name and press RETURN, then type the first name or first initial and press RETURN twice.

TITLE: Type the title (often the first few words are enough), omitting the initial articles, a, an, the and the equivalents in other languages and press RETURN.

LIBRARY OF CONGRESS SUBJECT HEADING: Type in the term or phrase selected from Library of Congress Subject Headings (three large red volumes near the terminals) or a proper name, with the last name first. Omit the subdivisions of the term. You can select them later.

OTHER SEARCHES: (choice 4 on the menu) See the User's Guide near the terminals or ask a reference librarian.

KEYWORD SEARCH: Type in one word at the bottom of the menu. The machine will search for this word among the authors, titles, subjects, conference names, and other parts of the catalog records in the data base. The result will be first a list of words from which you choose your word again and then a list showing which categories contain the word. Select a category by typing its number and pressing RETURN.

☐ *TO CONTINUE YOUR SEARCH*

Your search will retrieve a list of several names, titles, or terms to choose from, arranged by number in a column marked REF. **Select and type in the number of your choice and press RETURN.** When you retrieve a title the screen will display the catalog record and one or more locations and call numbers.

-The status heading does not always indicate whether or not the book has been borrowed. If the phrase "check bookstacks" appears, **go to the appropriate bookstack floor and check the shelves.**

-If you do not find what you want, ask a reference librarian.

HELPFUL HINTS

Press RETURN key after typing in a response. To correct typing errors, press the CONTROL and BACKSPACE key, or the CONTROL and ← *(left arrow)* key in the top row of keys. (Depending on your keyboard)

To Dial into the Online Catalog

☐ Your personal computer must be an **IBM or compatible (DOS system)** or a **Macintosh**.

☐ You must have telecommunications software (such as **PC Kermit, PROCOMM PLUS, MACKermit, or MicroPhone II)** which permits VT 100 emulation, and appropriate hardware: on campus, a **TAU**; **off-campus, a modem operating at up to 9600 baud**.

☐ You can obtain this software, along with supporting documentation, from University Computing Services: Their main office in Lederle GRC low-rise, Room A125, supplies and supports **PC Kermit** (with Handouts 7 & 80) and **MACKermit** (with Handouts 98 and 9); their Personal Computing Support Services Office, in Goodell 203 (downstairs from the loading dock) provides and supports **PROCOMM PLUS** and **MicroPhone II**, and has developed automated logon scripts for them.

☐ The telephone number for accessing the Online Catalog from on-campus is **atdt50755** and from off-campus is **atdt5450755** (for touch-tone phones) or **atdp5450755** (for rotary dial phones). Specific instructions for dialing in and logging on are included in the documentation mentioned above.

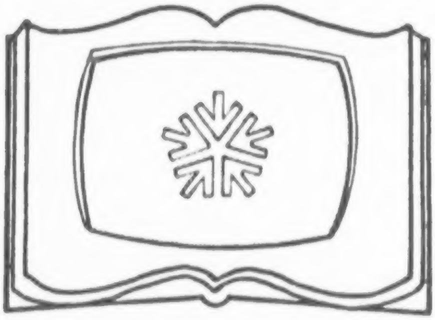
☐ If you prefer to use a different telecommunications package, make sure that you establish appropriate settings: **parity = none, data bits = 8, stop bits = l, full duplex, VT l00 emulation, software flow control = XON/XOFF.**

☐ If you have questions about the online connection, call University Computing Services at 545-2596, General Consulting Office - Lederle A 125 (**PC Kermit, MACKermit**), or 545-9727, PC Support Services - Goodell 203 (**PROCOMM PLUS or MicroPhone II**), on weekdays during business hours.

☐ Procedures for using the Online Catalog are described overleaf. Remember that you must consult other records in the library for details of periodical holdings. If you have questions about these or other library holdings, call the University Library Reference Department, 545-0l50, during the scheduled library hours.

UNIVERSITY OF MASSACHUSETTS --AMHERST

FIVE COLLEGES
ONLINE LIBRARY CATALOG



USER'S GUIDE

INTRODUCTION AND LOCATION SYMBOLS

CURRENT DATABASE INFORMATION

MOVING AROUND LS2000

AUTHOR AND TITLE SEARCHES

SUBJECT SEARCH

OTHER SEARCHES

KEYWORD SEARCH

NARROWING SEARCHES

RETRIEVAL SYSTEM AND BROWSING

INFOACCCESS

COMMANDS

F[IND]	finds items matching a search request
S[CAN]	displays brief entries for search results
L[IST]	displays full entries for search results
PREV[IOUS]	displays previous record in call number sequence
NE[XT]	displays next record in call number sequence
FOR[MAT]	allows users to select a format for screen display
B[EGINNER]	displays a short tutorial
M[ENU]	returns to the database menu
E[ND]	terminates searching session
H[ELP]	explains system features

OPERATORS

/ or & = AND
| = OR
~ = NOT
+ = FOLLOWS
% = FIRST
$ = DO NOT TRUNCATE

INDEXES

(Not all indexes are available for every database. Enter HELP INDEX to find out which indexes are operative for the database you are searching.)

A = Author
T = Title
C = Call Number
S = Subject
X = Abstract
D = Descriptor or Date
Y = Year
U = UN Number
J = Journal
L = Language

Most Commands may be abbreviated as shown in the above list: (F, S, L, PREV, etc.)

For information on specific Commands type HELP plus the name of the Command, e.g. HELP FIND, HELP SCAN, HELP LIST, etc.

For information on the use of the Operators type HELP OPERATORS.

HELP is also available for the following terms
BEGINNER, PARENTHESES, TRUNCATION, AUTHOR, TITLE

ONLINE PUBLIC CATALOGUE
COMMAND SUMMARY

	Operate
CAT	Begin new catalogue search
HELP	Get online help at any step in a search
PS	PREVIOUS SCREEN. Same as PREVIOUS SCREEN function key
STO	Same as START OVER function key
	Display Search Results
BRF	Brief citation display, with locations and call numbers
CON	Continue to next screen of long display
FUL	Full citation display, with complete catalogue details

# Code	**Search Types**
1 TIL	Title-only search
2 AUT	Author-only search
3 A-T	Combined author-title
4 SUB	Subject search using Library of Congress Subject Headings
5 NUM	Number search by:
1 CAL	Call number
2 ISN	ISBN/ISSN/ISRN
3 LCN	Library of Congress No
6 KEY	Number search by:
1 TILK	Title keyword
2 AUTK	Author keyword
3 SUBK	Subject keyword
	Browse
BAC	Browse backward through a list display
CIT	Return to original citation list in a search
FOR	Browse forward through a list display
IND	See index list of names, titles, subjects or numbers

UNIVERSITY OF SASKATCHEWAN LIBRARIES

Remote Access to

THE ONLINE PUBLIC CATALOGUE and INFOACCESS

General Public

The first screen gives an up-to-date list of available databases. Dial-in 933-9400 / Datapac 71101202.

HOURS: Available 7 days a week, except for scheduled downtime: OPC 7 a.m. - 8 a.m.; INFOACCESS 11 p.m. Friday - 8 a.m. Saturday

H&G
06/92rev

DIALUP ACCESS

(For access within the Saskatoon local dialing area, or long distance access where Datapac service is not available.)

1. Configure communications software with the following operating parameters: 1200 or 2400 baud, no parity, 8 data bits.
2. Lock keyboard in UPPER CASE.
3. The University computer network number is 933-9400. The exact procedure for connecting to the network will depend on the type and brand of modem you are using, and your communications software. If connecting to the network from a building which has its own internal switchboard, you may need to enter a '9' preceding the network number, using the proper protocol for your modem. For long distance calls precede the network number by a 1 and, if outside Saskatchewan, the area code.

   Press RETURN several times until a connection is made. The University network will respond with an 'Enter Username>' prompt. Enter your surname and press RETURN.

   To access the Library Online Catalogue follow steps 4a - 7a below.
   To access INFOACCESS follow steps 4b - 9b below.

LIBRARY ONLINE CATALOGUE

4a. At the 'Local>' prompt enter: CONNECT LIB and press RETURN. The response will indicate a connection to the LAT Gateway.

5a. Press RETURN a second time.

The above procedure will connect you to the Library Online Catalogue. The first screen you will see is the NEWS screen which concludes with the prompt: "PRESS CARRIAGE RETURN to continue." Proceed from here to conduct a normal catalogue searching session. Instructions for using the Online Catalogue are available from the Reference staff of any of the University libraries. Online HELP is also available at each stage in the searching process.

6a. NOTE: If there is no activity at your keyboard for three minutes, the Geac host will issue the following message:
WARNING: SIGN-OFF IN 10 SECONDS IF INPUT IS NOT RECEIVED.
If you do not send any data to the computer within 10 seconds of receiving this message, your session will be terminated.

7a. To terminate the searching session, enter the command: END and press RETURN. You will automatically be logged out from the network.

INFOACCESS

4b. At the 'Local>' prompt enter: CONNECT SKLIB and press RETURN.

5b. At the 'Username:' prompt enter: SONIA and press RETURN.

6b. At this point the INFOACCESS Database Menu will be displayed. Select the desired database by entering the database number, and press RETURN. (Selecting the last menu option will connect you to the Library Online Catalogue. Searches in this catalogue are conducted using the online catalogue commands summarized in this pamphlet. To exit the online catalogue and return to the INFOACCESS Menu, enter: END and press RETURN.)

7b. Proceed from here to conduct an INFOACCESS search. To access online HELP for the selected database, enter: HELP. For a brief tutorial on using that database, enter: BEGINNER. Additional information is available from printed guides to the INFOACCESS service.

8b. At any point in an INFOACCESS search, you may return to the Menu by typing MENU followed by a return.

9b. To exit the INFOACCESS service at any point, enter Q to quit and press RETURN. You will be automatically logged out from the network.

DATAPAC ACCESS

1. Set communications parameters to 8 data bits, no parity.
2. Lock keyboard in UPPER CASE.
3. Enter the U of S Datapac address: 71101202 and press RETURN.
4. Press RETURN until a connection is made. The University network will respond with a 'Request:' prompt. Enter LIB for the Library Online Catalogue or SKLIB for INFOACCESS. Press RETURN.

ASSISTANCE

Questions or problems concerning the operation of the Online Catalogue or INFOACCESS should be directed to the Library Systems Department at 966-5937. You can leave a message on an answering machine outside of office hours.

Questions concerning catalogue holdings or search procedures may be directed to the Reference Desk of any of the University Libraries.

SYSTEMS AND PROCEDURES EXCHANGE CENTER

SEARCHING GUIDES TO BIBLIOGRAPHIC DATABASES

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

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University Library

SEARCH SYSTEM SERVICE

REMOTE DATABASE ACCESS - with PCTIE -

Using PCTIE on the IBM PC to signon to: BRS Afterdark (AD) or Knowledge Index (KI)

NOTE: The instructions below are based on the following hardware: an DOS microcomputer with 2 disk drives, and a Hayes (1200bd) compatible modem. The user also will need a MTS account.

1. Put your DOS-PCTIE diskette in the left-hand drive (A). (This diskette should be formatted diskette with system files, a config.sys file modified to include device=pctiedd.com, command.com file, print.com (or print.exe) file,and PCTIE files.)

2. In the right-hand drive (B) place a formatted diskette which you will use for file storage.

3. Turn on the PC and screen (right-hand side of computer).

4. a) For a Gandalf connection, when the DOS prompt, **A>** , appears enter: **PCTIE** . When the **OFFLINE** signal appears in the lower left turn on your Gandalf (setting 4).

   b) For a modem connection, when the DOS prompt, A>, appears enter: PCTIE speed=1200 modem=ATD4322266^M

5. When the MTS prompt, #, appears enter your signon CSID and password.

6. To retain a record (and make a hard copy) of your online search you must first, create a file to download your search into. Enter:
   CREATE [Search filename]

7. To sign on to Knowledge Index enter:
   SOURCE NET:KNOWLEDGE
   - or -
   to sign on to BRS Afterdark enter:
   SOURCE NET:BRS

   NOTE: You may wish to hide your password by entering **%BLANK** just prior to entering your password on the end user system. The next text entered will not appear on the screen.

8. After signing on to KI or AD but before you wish to start saving your screen display (i.e., the records identified by your search strategy) enter the two following commands:

   @SINK [Search filename] (This will download the search session into the file you have created).

   @PEEK=ON (This will allow you to view the search session on your terminal as well as download to your file for a permanent record.)

Information and Reserve Centre
University of Alberta

NOTE: This will normally be done just prior to typing, t set#/format/item# (KI) or printing, pc;set#;format;item#(AD) your search results. It will store all material displayed on the screen until you quit the enduser service. You may wish to also recap or review your search (enter r) to have your search sets recorded as well.

9. After your search is completed and you logoff (KI) or signoff (AD) complete the following steps to get a printout. At the MTS prompt,#:

   a) On the MTS pageprinter:

      CONTROL *PRINT* [enter printer commands]
      (MTS will respond with a print document number)

      COPY [Search filename] *PRINT*

      RELEASE *PRINT*

   b) On your own printer:

      %FT MTS [Search filename] B:[any file name]
      (This will download the search onto the diskette in your second drive).

      SIGNOFF

      %EXIT (This will return control to your PC and DOS) .

      (When the DOS prompt, A >, appears you may print your file by:

      PRINT B:[any filename] (your print device should be LPT1)

      (or if your PCTIE diskette does not have the print.com or print.exe files) press

      Crtl   Prt Sc *

      TYPE B:[filename]

Q & A . . . about *UnCover*

Table-of-Contents Database

What Is UnCover?

UnCover is a table-of-contents database and document expediting service from CARL, Inc., the Colorado Alliance of Research Libraries. It is made available to faculty and students of NCSU, UNC–Chapel Hill, and Duke University through the Triangle Research Libraries Network (TRLN). UnCover users can search over two million citations to articles appearing in over 10,500 journals. Some 3,000 citations from current journals are added to the database nightly. The vast majority of these journals are readily available in at least one of the TRLN libraries. For those desiring it, CARL, Inc. also provides online ordering of articles cited in the database through UnCover2.

How Do I Connect to UnCover?

Those with Internet connectivity can Telnet directly to the service. Those without direct Internet capabilities must connect through a campus dataswitch. The Internet address plus the local telephone numbers and connection protocols for your campus are provided at the end of this brochure. Once you have established a communications link with the TRLN gateway, type UNCOVER and then respond to the on-screen instructions.

How Do I Search UnCover?

Articles can be searched by either author name (N) or keyword (W). The contents of specific issues of journals can be displayed by conducting a search of the journal title (T), and you can also Browse (B) journal titles alphabetically. UnCover will prompt you through a search by any of these keys, or you can bypass system prompts by using the Quick Search technique of typing two slashes (//) followed first by the letter code for the type of search you wish to conduct and then by the search term(s). All terms entered in a search statement must be present in order for an item to be retrieved (i.e., the boolean "and" is implied in multiterm search statements). Here are a few examples of valid searches:

By NAME: (Searches the names of authors; thus a NAME search on George Bush will produce articles by him. To find articles about him, search by WORD.)

```
//N Nicholas Hoffman
1 Hoffman, Nicholas von (The Spectator. 01/19/91)
    Going up in smoke.
```

By WORD: (Searches for terms in the titles of articles, the titles of journals, summaries of articles, and subject heading lists.)

```
//W  peace dividend domestic spending
TITLE(s):  The "Peace Dividend":  Public Favors more Domestic Spending

     In: The Gallup poll monthly.
         OCT 01 1991 n 313
     Page: 10
```

By TITLE: (Searches only the titles of journals.)

```
//T   Gallup Poll
TITLE(s):       Gallup poll monthly.
                [Princeton, N.J.:  The Gallup Poll]
OTHER ENTRIES:  Public opinion polls  Periodicals.
                Public opinion  United States  Periodicals
Format:         Serial
Continues:      Gallup report (Princeton, N.J.  :  1981)
```

The tables of contents of individual issues of a journal can then be viewed using the Examine (E) command.

```
     TITLE:    Gallup report     (Princeton, N.J. : 1981)
     ISSUE:    10/01/91        N 313                      In 03/05/92
----------------------------------------------------------------------
            AUTHOR        TITLE                                     PAGE
     001                  Christopher Columbus: American are Uninfor    2
     002                  No Public Opinion Winner in Bush-Israel Clas  5
     003                  The "Peace Dividend": Public Favors More Do   10
```

How Do I Order Copies of Articles?

You can obtain copies of the vast majority of articles in the database for yourself by visiting one of the TRLN libraries. UnCover2 gives you the option of placing an order online for any article in the database and having it faxed directly to you. UnCover2 charges a $6.50 service fee plus whatever copyright royalty fee is required by the journal publisher, typically about $3.00. The exact cost for any item can be determined by using the Delivery Information (D) command. Costs may be charged to your Visa or MasterCard account.

Directions for Connecting to UnCover Gateway at NCSU

See the next page for directions for connecting to UnCover. These directions became effective May 1, 1992.

■ Connecting to UnCover Table-of-Contents database

People who have a direct connection to the internet.

(This includes anyone on the NCSU campus Ethernet or Decnet network.)

- Telnet to **UNCOVER.LIB.NCSU.EDU** or 152.1.24.92.

If you have trouble connecting, try again in a few minutes.

- Follow entry instructions below.

People who have a modem.

Any modem capable of asynchronous communication at 300, 1200, 2400, or 9600 baud should allow access to UnCover. We recommend *Kermit* as your communications software. It is available free from the Information Center, Rm.208, Hillsborough Bldg. *Red Ryder, PC Talk, ProComm,* and many other packages are also suitable. Set the communications parameters in your terminal or communications software to full duplex. The preferred settings are eight data bits, no parity, and one stop bit; word length may be seven or eight data bits.

- To connect to BIS via a modem, dial 515-3980 (all bauds) to connect to the dataswitch at the NCSU Computing Center (if calling from a 515 number on campus, dial the last five digits).
- Press [RETURN] until you are welcomed to the NCSU EQX switch.
- At "Select Destination:" type "**Tel***" and press [RETURN] until you see the message, "Connected to EQX:##."
- Continue to press [RETURN] until you get a "Xyplex>" prompt.
- At "Xyplex>" prompt, type "**C UNCOVER.LIB.NCSU.EDU**" and press [RETURN].

If you have trouble connecting, try again in a few minutes.

- Follow entry instructions below.

People with terminals connected directly to the NCSU dataswitch

Make sure the terminal is in character mode and full duplex. If the terminal has a mode switch on the front, set to line mode (TSO) position.

- Press [RETURN] until you are welcomed to the NCSU EQX switch.
- At "Select Destination:" type "**Tel***" and press [RETURN] until you see the message, "Connected to EQX:##."
- Continue to press [RETURN] until you get a "Xyplex>" prompt.
- At "Xyplex>" prompt, type "**C UNCOVER.LIB.NCSU.EDU**" and press [RETURN].

If you have trouble connecting, try again in a few minutes.

- Follow entry instructions below.

■ Entering the database

- At "username," type "**UNCOVER**" and press [RETURN].
- At "Are you affiliated with one of the TRLN institutions?", type "YES" and press [Return].
- At "Enter your name," enter your last name, then your first name, separated by a comma.
- At "Enter your ID number," enter your NCSU ID number.
- At "Type of terminal," choose the number which corresponds to your terminal.
- Press [RETURN] to enter Public Access Catalog.
- Press [RETURN] to start program.
- Type "1" for UnCover/UnCover2 -- Article Access and Delivery.
- Begin searching.
- To disconnect, type "//EXIT" and press [RETURN].

■ If you need help

For help connecting to Uncover contact the Computing Center consultants by sending email to CONSULT@NCSU.EDU, by phoning 515-3035, or by visiting the Information Center, Room 208, Hillsborough Building. (Monday-Friday 8 a.m.-5 p.m.)

For help searching UnCover contact the NCSU Libraries Reference Department by sending email to LIBREF@NCSU.EDU, or by phoning 515-2935, or by visiting the Reference desk in D. H. Hill Library during normal operating hours.

NCSU Libraries, October 1992

Beyond LUIS...

Searching EXAC (the Expanded Academic Index) from a LUIS Terminal

What is EXAC?

EXAC (for Expanded Academic Index) is a computerized index to articles in approximately one thousand periodicals covering the social sciences, the humanities, the sciences, and current affairs. EXAC provides broad and current coverage in these areas but does not attempt to cover all journals in every field. Generally, the publications included in EXAC are indexed back to 1989; however, earlier issues of certain journals may also be indexed. In addition, EXAC provides indexing to the most recent six months of the *New York Times*.

Entering and Exiting EXAC

To search the Expanded Academic Index from a LUIS terminal, select the option "EXAC" from the Database Selection Menu. (If this menu is not displayed on your terminal, type STOP and it will appear.) When you have finished searching, exit EXAC by typing STOP to return to the menu screen.

EXAC Searching Options

EXAC can be searched by keyword, subject, author, or title.

KEYWORD:	**k=glass ceiling**
SUBJECT:	**s=product management**
AUTHOR:	**a=nixon r**
TITLE:	**t=backlash**

KEYWORD searching is described in detail on the reverse of this guide.

Locating Articles Found in EXAC

When you have finished your EXAC search, check the LUIS online catalog to see if one of Northwestern's libraries holds the journals you need. (Type STOP to exit EXAC; select LUIS from the database menu.) Once in LUIS, search for the title of the journal, not the title of the article.

t=scientific american

Some journal titles are abbreviated in EXAC; unfortunately it is not possible to search by these abbreviations in LUIS. Please check with the Reference or Information Desk if you are having difficulty determining whether a journal is held at Northwestern.

Accessing EXAC from a Remote Location

EXAC is also available through network and dial-up access for those with valid Northwestern University I.D. numbers. Check at a library service desk for complete details.

EXAC Keyword Searching

By using the k= command you can search for keywords anywhere they occur in the citation or abstract of an article. When searching by keyword, use Boolean operators (*and, or, not*), positional operators (such as *adj, near, with*), and truncation (?) for a more precise and relevant search.

Boolean Operators

k=migration and soviet	all records will contain both terms.
k=migration or refugees	all records will contain either term, or both.
k=migration not refugees	all records will contain the first term but not the second.

Positional Operators

k=chemical adj3 weapons	the terms will appear within three words of each other, in this order.
k=chemical near3 weapons	the terms will appear within three words of each other, in any order.
k=chemical with weapons	the terms must be present in the same sentence or subject heading.

Truncation

Use the ? to retrieve all occurrences of a root word, regardless of ending. Use ? followed by a numeral to specify how many characters will follow the stem.

k=theat?	will retrieve THEATER, THEATRE, THEATRICAL, and so on.
k=theat?2	will retrieve THEATER, THEATRE, but not THEATRICAL.

Using Parentheses with Keyword Searches

Use parentheses to group terms when your search contains more than one operator.

k=(domestic or family) near3 violence

Qualifying Keyword Searches

The use of qualifiers can make your search more precise and relevant. Qualifiers (.ti., .su., .yr., etc.) are used to restrict keywords to specified fields and to limit retrieval by publication year. For a list of possible qualifiers, type *exp field* to see the help screen. Use periods before and after the qualifiers.

k=cholesterol.ti.	the term will appear at some point in the title.
k=dyslexia.su.	the term will appear at some point in the subject headings.
k=kurds and 1991.yr.	all articles published in 1991.
k=hemingway not review.pt.	eliminates book reviews and other kinds of reviews.

Modifying Keyword Searches

At any point in a keyword search "r" may be typed to display a list of the last several searches. Each search will be identified by a search number (S1, S2, and so on). Keyword searches may be reused or combined by the use of Boolean operators (*and, or, not*). For example, if the last search you conducted was **k=cholesterol**, you could now combine it with another term in the following way:

k=s1 and drinking

Searches using "s=," "a=," and "t=" cannot be combined in this way.

UNIVERSITY OF SOUTHERN CALIFORNIA

A GUIDE TO FULL-TEXT DATABASES ON USCINFO

UNIVERSITY
LIBRARIES

Section 6

CONTENTS

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INTRODUCTION TO FULL TEXT DATABASES

This section explains how to search for and display records in the full text databases on USCInfo. Currently the Chronicle of Higher Education and ClariNet databases contain full text news. Several full text search and display options are available in addition to the basic USCInfo commands.

Homer and the periodical databases on USCInfo contain only citation information on where to find a book or article. After the searcher finds a citation in USCInfo, he or she must locate the actual book or journal to read the information. The full text databases on USCInfo, however, contain the complete text of an article, and offer several benefits:

- Instead of relying only on title words or assigned subject headings, the searcher can look for articles using words that may appear in the text of the article, increasing the user's ability to retrieve relevant articles.
- Once an article is retrieved, the user does not have to locate the periodical in a library to read the article. The full text can be scanned online to see if the article actually contains useful information.
- If the article is relevant, the user can immediately read the full text article online or save and download it to a disk for later use.

SEARCHING

Choosing a Search Option

After selecting a database to search, two search options are available: search records or browse online. Choose the "search" command to look for articles using words or phrases that appear anywhere in the database records. Choose the "browse"command to read articles in sequence without having to do a specific search. Browsing is a useful way to keep up with the latest news or to identify potential search words. Search Option screens vary slightly by database. An example is shown on the next page.

PRINTING/DOWNLOADING

Only brief records (not text) can be printed in the library. See Section 6 for instructions on saving and transferring records via e-mail, ftp, or downloading, or printing the full text on a UCS printer.
Remote access account holders can print the full text of the article. Use the Help command for instructions on how to print, save, or download records from USCInfo.

THE ONLINE CHRONICLE OF HIGHER EDUCATION

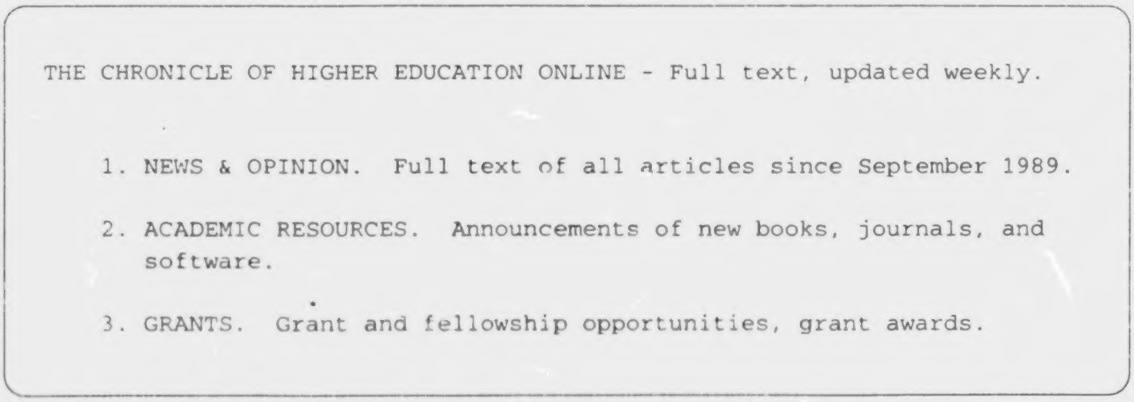
The Chronicle of Higher Education is more than just news stories and essays. It includes some of the most useful data bases in higher education — <u>for</u> higher education and <u>about</u> higher education.

Some of these data bases are now available on USCInfo as part of The Online Chronicle Project, a two-year effort to create an electronic version of the weekly newspaper. Databases currently available include News & Opinion, Academic Resources, and Grants. The Calendar of Events and Fact Files databases will become available in 1993.

All Chronicle databases are full text databases: they contain the complete text of articles or descriptions of academic resources and grants. Below are some hints for getting started, and some suggestions for using these new information assets.

Selecting The Online Chronicle Resources

From the Welcome to USCInfo Screen (the main menu), type **NE** to choose National News Resources. On the next screen, type **1** to get to the Chronicle submenu pictured below.



```
THE CHRONICLE OF HIGHER EDUCATION ONLINE - Full text, updated weekly.


     1. NEWS & OPINION.  Full text of all articles since September 1989.

     2. ACADEMIC RESOURCES.  Announcements of new books, journals, and
        software.

     3. GRANTS.  Grant and fellowship opportunities, grant awards.
```

The databases and sample search strategies are described below.

News & Opinion

The News & Opinion database contains the complete text of news articles, opinion pieces, and letters to the editor from September 1989 to the present. Each full text article contains a headline, byline (author), newspaper section, date, source information, and the full text of the newspaper article. The articles are categorized by the following sections:

Arts. Artistic and cultural events at colleges, universities, and art institutions, as well as outstanding examples of poetry and prose.

UNIVERSITY OF TEXAS, AUSTIN

UTCAT
Plus
UT Austin Campus
Information System

UTCAT PLUS Databases

Revised January 1993

UTCAT Library Catalog: lists 4.5 million items in the UT Austin libraries. Updated daily. For more information, see *UTCAT User's Guide*.

Encyclopedia: full text of the *Academic American Encyclopedia*.

Academic Index: lists articles published in 1500 periodicals, wide range of subjects.

Business Index: lists articles published in 1000 business periodicals.

Legal Resource Index: lists articles published in 800 legal periodicals.

Material Safety Data Sheets (MSDS): information on 60,000 chemical compounds.

UT Austin Information: student/faculty directory, jobs, equipment, policies.

Choosing a database

Each database in UTCAT PLUS gives you a different kind of information. A research strategy for a typical project might proceed like this:

1 Search the **encyclopedia** for background information on your topic

2 Search the **UTCAT Library Catalog** to find books and other materials in the UT Austin libraries

3 Search the appropriate **periodical index(es)** to find articles in magazines, journals, etc.

The database you choose determines the results you will get!

How to change databases

To change databases within UTCAT PLUS, move to the main menu by giving the STOP command.

Encyclopedia

Full text of the *Academic American Encyclopedia*, with 32,000 articles. Updated quarterly.

COMMAND	EXAMPLES	DESCRIPTION
s = Subject	s adams, john	Lists subjects of articles
sk = Subject Keyword	sk computer sk comput*	Lists subjects containing the keywords or truncated keywords you specify (up to 5).
k = Keyword	k mozart opera k mozart opera*	Lists articles whose text contains the keyword you specify (up to 5).
kl = Keyword List	kl music	Lists keywords in the encyclopedia

How to cite the encyclopedia database

We recommend including the information given in this example:

> Sentman, Everett. "Aardvark." in Academic American Encyclopedia (database on UTCAT PLUS system). Danbury, CT: Grolier Electronic Publishing, June 1992 update.

The month and year of the current quarterly update are always given on the Encyclopedia Search Choices Menu screen. For details on how to format your citation, ask your instructor; different courses and departments require different styles. *NOTE: Copying text from the encyclopedia (or a book, periodical, etc.) into a paper or report* *without citing the source is plagiarism, a form of "scholastic dishonesty" subject to University penalties. Always cite your sources: it's honest and it shows you did some research!*

Periodical Indexes

All indexes use the following commands:

COMMAND	EXAMPLE
a = Author	a halliday, fred
ai = Author Index	ai halliday, f
t = Title of Article	t gulf war and its aftermath
ti = Title Index	ti gulf war and its aftermath
tk = Title Keyword	tk war gulf
s = Subject	s persian gulf region
sk = Subject Keyword	sk military gulf
pt = Periodical Title	pt new york times
pk = Periodical Title Keyword	pk york new

These databases give UT Austin library locations for the periodicals indexed, but not for specific issues or articles.

Academic Index

Lists articles published 1988 to present in 1500 periodicals: arts, humanities, science, social science, general news. Updated monthly. Some full displays give abstracts. The UT Austin libraries have most (but not all) of these periodicals.

Business Index

Lists articles published 1988 to present in 1000 business, management, trade, computer, and news periodicals. Updated monthly. Some full displays give abstracts. The UT Austin libraries have most (but not all) of these periodicals.

Legal Resource Index (LegalTrac)

Lists articles published 1980 to present in 800 legal periodicals. Updated monthly. The UT Austin libraries have most (but not all) of these periodicals.

Material Safety Data Sheets

The Sigma-Aldrich Library of Material Safety Data Sheets (MSDS) contains information on approximately 60,000 chemical compounds, including inorganics, organics, and biochemicals. Updated quarterly. This database has special search commands:

COMMAND	EXAMPLES	DESCRIPTION
n = Name	n acetonitrile	Search by product name, synonym, or RTECS name
c = CAS number	c 75058	Search by Chemical Abstract Service (CAS) number
p = Product catalog number	p sigma 175	Search by product catalog number

UT Austin information

For details on how to use these databases, follow instructions on screens.

Faculty / Staff / Student Directory
Jobs Available
UT Policies and Procedures
Equipment Inventory
School of Business Career Services
System (restricted: business students only)

Access

All UTCAT PLUS databases are available without restriction on library terminals and Data Processing Division terminals.

On dial-up and network access, the encyclopedia, periodical indexes, and Material Safety Data Sheets databases are restricted to UT Austin students, faculty, and staff members (or those affiliated with other participating UT campuses) because of site license agreements.

The General Libraries
The University of Texas
at Austin

SYSTEMS AND PROCEDURES EXCHANGE CENTER

CIRCULATION POLICIES AND SERVICES

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

OHIO STATE UNIVERSITY

OSU University Libraries' Policies

Checkout

Borrowers are responsible for all materials checked out in their names and are expected to return or renew borrowed items by the due date.

A borrower's responsibility does not end until material has been returned and discharged. Ask for and retain receipts for these transactions. Unreturned books and/or unpaid library bills may result in library and University sanctions, such as loss of borrowing privileges or placement of a Registrar's hold on your records.

Campus mail service is offered as a convenience to faculty/staff, although there is risk in that borrowers are responsible for books sent through campus mail from the time they leave the library until they are discharged. If you wish to use this service, please confirm that the address on LCS is correct first. Any library location can check your address and update it if necessary.

Loan periods vary according to the category of borrower, type of material borrowed and/or the policy of the various library locations.

A copy of the OSU Libraries' "Circulation Rules and Patron Guidelines," including an explanation of library fines, may be obtained at any library location.

OSU University Libraries' Policies

Save

When a save is placed, the borrower who has the book is sent a notice requesting its return by the date on the notice. The new due date is 10 days from the date the save was placed if the first borrower has had the book at least three weeks.

Each borrower is allotted three weeks to use a book; even faculty/staff (10 week) loans are shortened when a save is placed. Exception: Books with two or more borrowers in the save queue are permitted only two weeks.

Renew

Books can be renewed an unlimited number of times unless a "save" is placed. Be sure to note the new date for each item. A successful renewal will include the new due date.

If you receive a notice to return materials for another user, the original due date may change. Fines accrue after the revised due date.

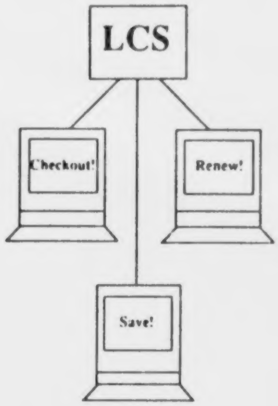
LCS will not process renewal requests when
- the book has been requested by another user
- the book is 8 or more weeks overdue
- your name or address needs to be updated

Library Location		Telephone Number
AGR	Agriculture Library 045 Ag Admin Bldg	292 6125
BIO	Biological Science Library 200 B & Z Bldg	292 1744
BUS	Business Library 110 Page Hall	292 2136
CGA	Cartoon/Graphic/Photo Arts 023L Wexner Center	292 0538
CHE	Chemistry Library 310 McPherson Lab	292 1118
CHI	Children's Hosp. Library 218B Children's Hosp.	461 2713
EDU	Educ/Psychology Library 060 Arps Hall	292 6275
ENR	Engineering Library 112 Caldwell Lab	292 2852
FIN	Fine Arts Library 035L Wexner Center	292 6186
GEO	Geology Library 180 Orton Hall	292 2428
HEA	Health Sciences Library Prior Health Science	292 4861
HOM	Human Ecology Library 125 Campbell Hall	292 4220
JOU	Journalism Library 100 Journalism Bldg	292 8748
LAW	Law Library 219 Law Bldg	292 6691
MAI	Main Library 1858 Neil Avenue Mall	292 6154
MAT	Mathematics Library 010 Mathematics Bldg	292 2009
MET	Materials Engineering Library 197 Watts Hall	292 9614
MUS	Music/Dance Library 186 Sullivant Hall	292 2319
OHI	State Library of Ohio 65 S. Front Street	644 6950
PHA	Pharmacy Library 207 Parks Hall	292 8026
PHY	Physics Library 1011 Smith Lab	292 7894
SOC	Social Work Library 400 Stillman Hall	292 6627
STX	c/o Main Library 1858 Neil Avenue Mall	292 6154
UND	Undergraduate Library 205 Sullivant Hall	292 2075
VET	Veterinary Medicine Lib 229 Sisson Hall	292 6107
WCT	c/o Undergraduate Library 205 Sullivant Hall	292 2075

All others including reading rooms in Main Library, call 292 6154

The Ohio State University
LIBRARIES

Use LCS for More than Searching for Books!



Remote access information:
Libraries' Automation Office 292-6151

[illegible] 10/25/91

BEST COPY AVAILABLE

OHIO STATE UNIVERSITY

"USE LCS FOR MORE THAN SEARCHING BOOKS" brochure

Checkout

Using Line Number (cgl/)

When you find the location for a title on LCS using an author/title or title search, on the LCS display under STATUS, you will see either "checked out" or "available." If the book is already checked out to another borrower, use the instructions in this brochure to place a save. If the book is available, proceed as follows:

Type in cgl/ followed by the line number, a comma, id= followed by your OSU ID number, a comma, nm= followed by your last name.

tls/future shock

dsl/line number of title desired

cgl/2, id=00000000, nm=doe

LCS will not process a checkout command if the book's library location is the same as the location of the terminal being used. For example, Main Library books cannot be checked out using terminals located within Main Library. Locate your book in the stacks and take it to the circulation desk for checkout.

To Request a Book Be Mailed to a Campus Office

Faculty/staff may request books be mailed to a campus office by adding a comma and the word "mail" after the last name.

svc/hn17.5t64, id=00000000, nm=doe, mail

Renew

Overdue Items (rno/)

Overdue items may be renewed in a single command. Note that items which are not yet overdue are NOT renewed using this method.

Type in rno/id= followed by your OSU ID number, a comma, nm= followed by your last name.

rno/id=00000000, nm= doe

LCS cannot process the request if there is a problem with the name/address record or if the name and ID number entered do not match.

This command is a delayed (offline) transaction, so renewals are not immediately reflected on LCS. You will receive a report listing the item(s) renewed and the new due date(s). Item(s) that cannot be renewed will be listed in the report; return them to the library.

Options

- Renew library materials on an LCS terminal or a microcomputer connected to LCS using theseinstructions.

OR

- Bring or send overdue report to any OSU library location and request that staff renew materials for you.

OR

- Renew by calling any OSU library location using the list of telephone numbers on the back of this brochure.

Renew

Using Call Number (rnc/)

Call numbers are found on the book cover.

Type in rnc/ followed by the call number exactly as it appears on the book, a comma, c= followed by the copy number, a comma, id= followed by your OSU ID number. If no copy number appears on the book, type in c=1.

rnc/hn48m631984, c=1, id=00000000

If the book has a volume or part number, it may be easier to renew using a line number (see below).

Using Line Number (rnl/)

Enter this command in two steps.

Type in dsc/ followed by the call number, a comma, v= followed by the volume number, c= followed by the copy number. (For some serials, the volume number may actually be a year. For these, substitute y= followed by the year.)

dsc/as30a56, v=2, c=1

rnl/1, id=00000000

Save

Using Call Number (svc/)

After you find the call number on LCS using an author/title or title search, place a save. LCS will not accept a save request unless all copies of a book are checked out.

tls/future shock

dsl/line number of title desired

Type in svc/ followed by the call number, a comma, id= followed by your OSU ID number, a comma, nm= followed by your last name.

svc/hn17.5t64, id=00000000, nm=doe

To Request a Book Be Mailed to a Campus Office

Faculty/staff may request books be mailed to a campus office by adding a comma and the word "mail" after the last name.

cgl/2, id=00000000, nm=doe, mail

Tips

- After each request is typed, tap ENTER. If any request fails, check first for typographical errors.
- If you are using LCS in a library, erase your name and ID number from the screen by tapping CLEAR.
- Questions? Ask library staff for help! Not in the library? Use the telephone numbers listed in this brochure.

PURDUE UNIVERSITY LIBRARIES
Library Procedures Memorandum LP 41-92 April, 1992

CIRCULATION PROCEDURE
DOCUMENT DELIVERY OF MONOGRAPHS

Policy
In order to make lending more convenient to faculty, and to use the advantages afforded by the machine-readable database, document delivery of monographs is available to faculty members.

Procedures

Eligibility: At present the service is limited to those identified as faculty and staff in the patron database.

Materials that may be loaned: Only monographs with normal loan periods are available through this service.

How to initiate procedure: Faculty make the request by using Form L-27. Only written requests are accepted.

To send materials:

(1) On receipt of the form, verify that the title is available and retrieve it from the shelf.

(2) Check it out to the patron's address as listed in the database. If there is a question, telephone the department for the office address. (This is to prevent unauthorized borrowers from having materials channeled to another location.) If the address in the data base is off campus, telephone the department for the on-campus address.

In the note field, add the word "Mailout."

(3) Wrap the lending sleeve (Form L-38) around the front cover of the book, filling in the due date and your library name. Put a blank request form in the book, so patron can make an additional requests when needed.

(4) Secure the book in a padded envelope, address with the information from the database, and put in campus mail.

Forms:	L-27 - Distance Lending Procedure Request Form
	L-38 - Lending sleeve

PURDUE UNIVERSITY LIBRARIES
SEND VOLUME REQUEST
For normal loans (books) only

Date of Request ____________

Faculty/Staff Member ______________________________
(Please Print)

ID Number ____________________ Phone ____________

Call Number

Author ______________________________

Title ______________________________

Library Location ______________________________

See other side for addresses of participating libraries

For Library Use Only

Campus Address ____________________ Date sent ____________

Comments ______________________________

L-27

UNIVERSITY OF SASKATCHEWAN LIBRARIES

OFF CAMPUS LIBRARY SERVICES

HANDBOOK

UNIVERSITY OF SASKATCHEWAN
LIBRARIES

1992 - 1993

OFF CAMPUS LIBRARY SERVICES

INTRODUCTION

Off campus courses are those administered by the University's Extension Division. They include independent studies (home study courses), courses taught around the province by travelling and locally-based university instructors, and courses taught by television. Off campus library services are available to students registered in these courses. Two other groups of students are also entitled to off campus library services: those enroled in SUNTEP courses in Prince Albert, and nurses taking post R.N. courses outside of Saskatoon. Faculty who teach off campus students may also use the service.

The University of Saskatchewan Library system supports the concept of lifelong learning. In order for you to learn information gathering techniques, we encourage you to do as much of your own research as possible. To assist you, we provide the following resources:

1. Access to the collections at the U of S, and to reference and circulation services.

2. Course related blocks of books which are kept in branch libraries of the regional library system. If, for example, you are taking a course in Davidson, your instructor may have requested that certain books be placed in the Davidson Branch Library for your use.

INFOACCESS

1. INFOACCESS provides a number of databases listing books, articles and other sources not included in GEAC. The databases were either created by the U of S Libraries or were purchased from commercial sources.

2. INFOACCESS databases are **indexes** of the literature available in various subjects. Use the system to determine if journal articles about your topic exist. You then have to use GEAC to find out if the University Library owns the journal you need.

   The **in house** databases are:
   - U of S Government Publications
   - Special Collections - Canadian Pamphlets
   - Special Collections - Theses
   - University Archives
   - U of S Online Catalogue (GEAC)

   The **commercial** databases are:
   - CIHM - Early Canadiana
   - History of Photography
   - Landmarks of Science
   - American Periodicals Series - 18th century
   - CIJE plus RIE: 1983 to present (Education)
   - Canadian Education Index, 1984 -
   - PsycINFO, 1984 -
   - CINAHL, 1983 - (Nursing)
   - General Science Index, 1988 -
   - Humanities Index, 1984 -
   - Index to Legal Periodicals 1988 -
   - Social Science Index, 1983 -
   - Canadian Business and Current Affairs (CBCA) 1982 -
   - Diefenbaker Centre Database

WHAT HAPPENS WHEN YOU MAKE A REQUEST FOR MATERIALS

If you do not have access to a computer terminal where you can do your own research, the off campus library staff will help you.

In this example we will use the thesis formulated in the section called Ten Steps for Successful Research Papers. It was sexual abuse information programs for pre-adolescents in North America.

1. You phone or fax your request to the University Library. The person answering the telephone will ask you for your mailing address, student number, class, instructor, date the paper is due and how long it has to be. S/he will also probably ask you some questions about your topic. This is so s/he can give as much information as possible to the person doing the search.

   If you fax us, use the appropriate order forms so that we get all the information we need. The forms are available from your instructor, the university programmer at the regional college and from us.

2. The library assistant who took the call or the fax will put the request on the Coordinator of Off Campus Library Services' desk. Each request is dealt with in the order in which it was received, so the sooner you get your request in, the sooner you'll receive your material.

3. The Coordinator will begin the search for books with the Library of Congress Subject Headings. In this case, she will use the headings "sex crimes", and "child abuse". Note how broad these headings are. The GEAC

LOGON PROCEDURES USING DATAPAC

If you have a computer and modem, and live in a town with a Datapac Dialport, you can do your own research. The University Library will pick up the telephone line charges.

1. Configure the communications software in your computer with the following operating parameters: 300, 1200 or 2400 baud, no parity, 8 data bits.

2. Lock the keyboard in UPPER CASE.

3. Using your local telephone directory, find the number for the "Datapac Dialport".

4. After the terminal has connected, hit the period key once if you are using 300 baud, twice for 1200 or 3 times for 2400.

5. Enter the U of S Datapac address 71101202 and hit RETURN.

6. If you are going to use GEAC
   (a) At the REQUEST prompt, type in LIB and press RETURN.
   (b) At the CONNECT prompt, press RETURN.
   (c) The first screen you will see is the NEWS screen which concludes with the prompt: "PRESS CARRIAGE RETURN to continue". Proceed from here to conduct a normal catalogue searching session. Online HELP is available at each stage of the searching process.
   (d) To leave GEAC, type END and return. You will automatically be logged out.

7. If you are going to use INFOACCESS
   (a) At the REQUEST prompt, type in SKLIB and press RETURN.

(b) At the USERNAME prompt, enter: OFFCAMPUS and RETURN.

(c) At this point the INFOACCESS database menu will be displayed. Select the desired database by entering the database number and press RETURN

(d) To leave an INFOACCESS database, type M to return to the MENU. Enter END and press RETURN. You will automatically be disconnected.

OTHER INFORMATION

1. If you request specific books and articles, we will try to send you everything you ask for within reason. However, if you ask us to do a subject search, you are entitled to 3 **BOOKS and 5 JOURNAL ARTICLES** per topic.

2. Since journals cannot be sent out, there are **NO PHOTOCOPYING CHARGES** to off campus students and faculty.

3. If you have a computer with a modem use the **DATAPAC** Dialport and the Library's Datapac address to **AVOID LONG DISTANCE CHARGES.**

4. You may **TELEPHONE** the Library **COLLECT**. If you are taking courses in **Education**, phone 966-5973. For all other courses, the number is 966-5958.

5. To order materials by mail write to:

Off Campus Library Services
Circulation Department
Main Library
University of Saskatchewan
Saskatoon, Saskatchewan
S7N 0W0

If you are registered in an **Education** class, write to:

Off Campus Library Services
Education Library
University of Saskatchewan
S7N 0W0

6. The **FAX** number is 966-6040.

7. The **LOAN PERIOD IS 4 WEEKS** from the date the materials are charged out to you. This is important as there are automatic fines on overdue books. You will receive **POST PAID RETURN LABELS** for the material you borrow. For more information, read the Borrowing Regulations on the inside covers of this handbook.

8. You can **RENEW** your book by **TELEPHONE** provided no one else has asked for it.

9. Be sure to allow plenty of **TIME** for the library staff to search, photocopy and mail. The **BUSIEST** times of year are October to early December and February to early April.

10. You will receive materials only for the courses in which you are **PRESENTLY** registered.

OFF-GROUNDS
REQUEST FOR LIBRARY MATERIALS

FAX 924-4337

UNIVERSITY OF VIRGINIA

PLEASE PRINT LEGIBLY

Name: ______________________ Today's Date: ______________________

Mailing Address: ______________________ Phone: ______________________

______________________ Regional Center Name: ______________________

SSN: ________ - ______ - ________ (For Book Request)

☐ Fax photocopies to my Regional Center: ☐ Mail, photocopies to my home address

Books must be mailed to your Regional Center.

■ JOURNAL ARTICLE

Title of Journal: ______________________

Volume: __________ Number: __________ Date: __________ Pages: __________

Author(s): ______________________

Title of Article: ______________________

____

■ BOOK, CONFERENCE PUBLICATION

Author(s) or Editor(s): ______________________

____

Title: ______________________

____

Publisher: __________ __________ Date: __________

Place of Publication: ______________________ Edition: __________

Sponsor: ______________________ Volume: __________

••

Comments: ______________________

____

LIBRARY USE ONLY

Rec D: ________	Call # ________
T: ________	________
FAX E-Mail	________
Form Phone	Patron ________
	ILL ________
VIRGO/ ______	FAX D: ______
________	Del T: ________
Loc ________	
OCLC ________	NST ________
________	ANUL ______
NUC ________	NIM-US ______
ULS ________	NIM-FC ______

NOTICE WARNING CONCERNING COPYRIGHT RESTRICTIONS

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of the specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

UNIVERSITY OF VIRGINIA
Alderman Library
Off-Grounds Document Delivery

PROCEDURES FOR REQUESTING LIBRARY MATERIALS

1. Verify that UVA has the book or periodical by using one of the University's online library catalogs -- LIS for the Health Sciences Library and VIRGO for all other UVA libraries (except law). Your Center has access to LIS and VIRGO and will show you how to search them.

2. Fill out an "Off-Grounds Request for Library Materials" form. Please print clearly with dark ink or type the form. Illegible forms will be returned unfilled. Each form must have the person's name, social security number, address, and telephone number.

3. Give the completed form to the Center. They will fax it to Charlottesville for processing. Requests for materials held in the Health Sciences Library, as determined on LIS, should be faxed to the Health Sciences Library at 804-924-0379.

4. BOOKS. If the request can be filled the book will be mailed to the Center. The Center will either notify you that the book is in or they will send it to you. Check with your Center to find out its policy on book delivery. Circulation periods will vary from 2 weeks to 90 days depending upon the book and which UVA library is lending it. Off-Grounds students are subject to the same circulation policies as on-Grounds students. Failure to comply with overdue, recall, and fine notices which are sent to your home address can result in suspension of library privileges and/or fines. You must return books to your Center earlier than the due date because they must be mailed back to Charlottesville by the due date.

5. PHOTOCOPIES. Photocopies of articles will be mailed directly to your home address unless you check the box on the form instructing us to "fax photocopies to my Regional Center". If a request cannot be filled the request form will be returned to the Center with a brief explanation. You can keep photocopies of articles but you must observe applicable copyright restrictions as outlined on the request form.

THE UNIVERSITY OF WESTERN ONTARIO LIBRARY SYSTEM

OFF-CAMPUS SERVICES

The University Library System offers two services to make additional course readings available to off-campus students.

1. DEPOSIT SERVICE

At the instructor's request the D.B. Weldon Library will make a deposit of the recommended course readings to the local Public or School Library in the community where the course is taught.

A list of titles available can be obtained from the instructor or viewed at the library in question. Student textbooks will not be included in this deposit.

Loan periods generally are left to the discretion of the Librarian in charge of the deposit who monitors the demand for the readings. Local library rulings will apply.

2. PERSONAL BOOK LOAN SERVICE

To fill the need for additional course reading material not available at the local library students may request books and journal articles directly from the Off-Campus Services of the D.B. Weldon Library. Requests may be made by mail or collect phone call supplying the following information:

NAME OF STUDENT
ADDRESS (INCLUDING POSTAL CODE)
PHONE NUMBER (BUSINESS AND/OR HOME)
STUDENT NUMBER
COURSE NAME AND NUMBER

Request for book should include:	Request for a journal article should include:
AUTHOR AND TITLE	TITLE OF JOURNAL
EDITION	VOLUME, DATE, AND PAGE NUMBERS
	AUTHOR AND TITLE OF ARTICLE

If a journal article is available a photo-copy will be supplied at a cost of .15¢ per exposure or .25¢ per exposure from microfilm. Cheques are to be made payable to "The University of Western Ontario" and sent to the address below. This material is then the property of the student.

Loan periods are usually four weeks with the exception of heavily used items which circulate for one to two weeks. All titles borrowed are subject to recall at an earlier date than first issued if needed by another student. There is a guarantee of a one week loan in this case. There is a fine of $1.00 per day per book on recalled material not received by due date.

Renewals may be made by phone or mail for books obtained through this service. Books borrowed on student's own card must be returned for renewal.

Postage on outgoing material is paid by the University whereas postage on returned material must be paid for by the student.

Please direct requests and questions to:

Mibs Booth, Off-Campus Services
The D.B. Weldon Library
The University of Western Ontario
London, Ontario
N6A 3K7
Phone: (519) 661-3988

3. LIBRARY PRIVILEGES AT ONTARIO UNIVERSITIES

A recent agreement among the University Libraries of Ontario now permits undergraduate students from Western to borrow books using their current UWO identification card from all Ontario university libraries EXCEPT those of the University of Toronto, the Ontario College of Art, and the Ontario Institute for Studies in Education.

4. REMOTE ACCESS TO ONLINE CATALOGUE

Students with a personal computer with communications software and a modem capable of operating at 1200 b.p.s. can connect with the Library System's Online Catalogue - see separate information sheet. For further information on this service, call the D.B. Weldon Library Reference Department at (519) 661-3162.

Assistance in accessing the online catalogue is also available at West Hill Secondary School Library in Owen Sound during UWO hours.

5. CD-ROM DATA BASES

Students coming to the campus can also access the CD-Rom Data Bases in the D.B. Weldon Library. There is a fee for this service.

6. MICROFICHE CATALOGUE

To assist students in planning their requests for books, copies of the UWO microfiche catalogue have been placed in the following locations:

BRANTFORD	Public Library
GODERICH	Huron County Public Library
OWEN SOUND	West Hill Secondary School Library
PORT ELGIN	Public Library
ST. THOMAS	Public Library
SARNIA	Public Library
SIMCOE	Public Library
WOODSTOCK	Public Library

Rev. September/92

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

INTERLIBRARY LOAN

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

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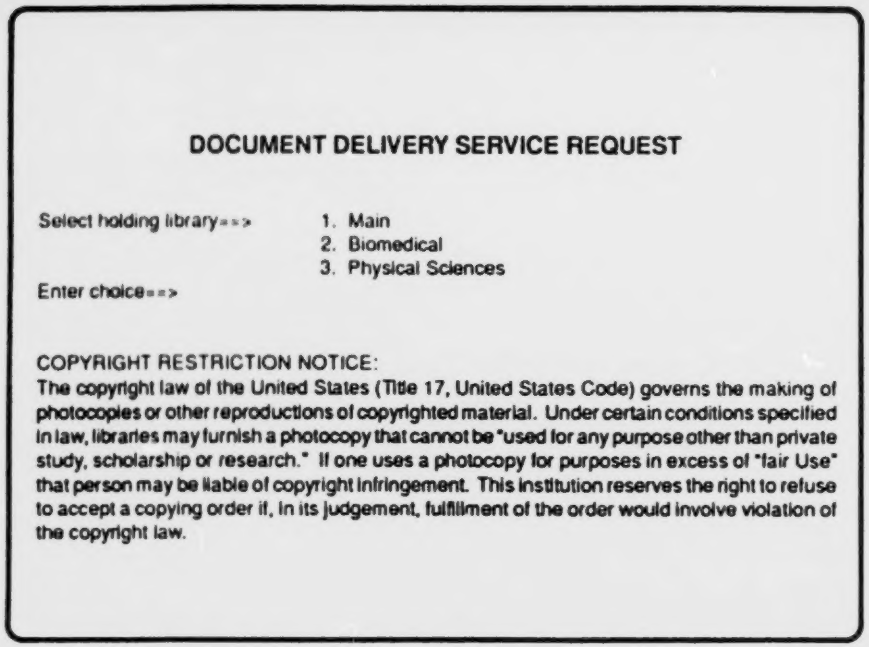
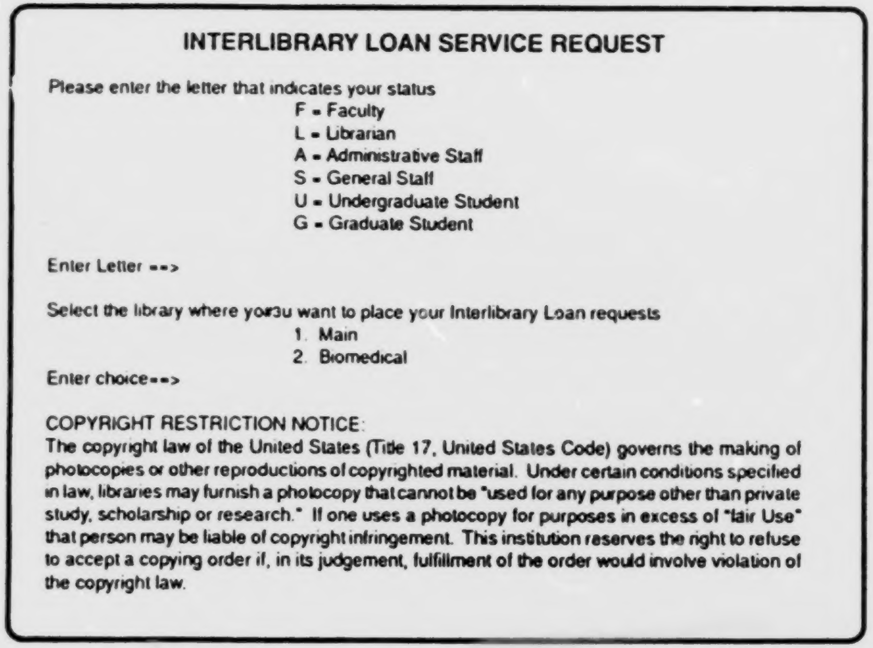


DOCUMENT DELIVERY SERVICE REQUEST

Select holding library==>
1. Main
2. Biomedical
3. Physical Sciences

Enter choice==>

COPYRIGHT RESTRICTION NOTICE:
The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in law, libraries may furnish a photocopy that cannot be "used for any purpose other than private study, scholarship or research." If one uses a photocopy for purposes in excess of "fair Use" that person may be liable of copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgement, fulfillment of the order would involve violation of the copyright law.



INTERLIBRARY LOAN SERVICE REQUEST

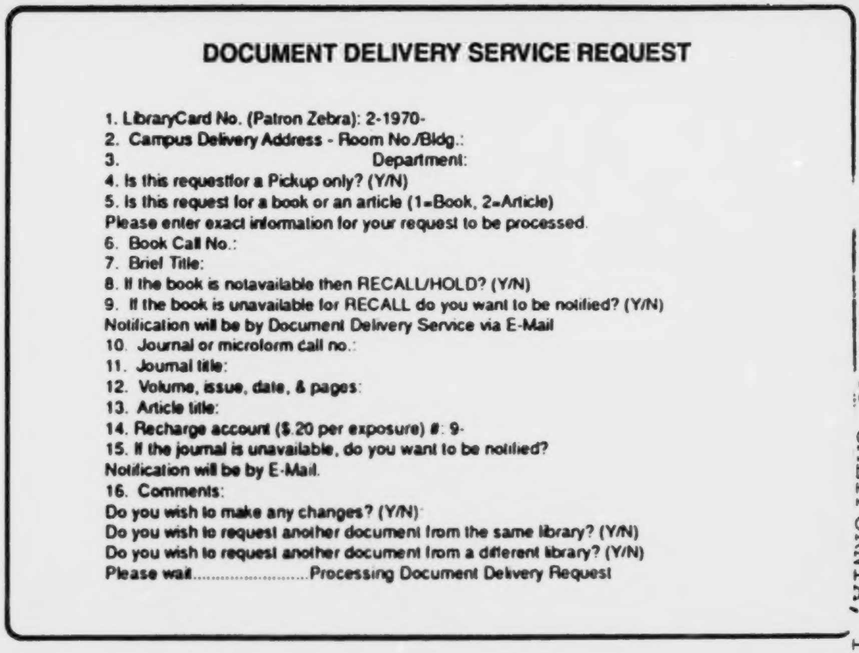
Please enter the letter that indicates your status
F = Faculty
L = Librarian
A = Administrative Staff
S = General Staff
U = Undergraduate Student
G = Graduate Student

Enter Letter ==>

Select the library where yor3u want to place your Interlibrary Loan requests
1. Main
2. Biomedical

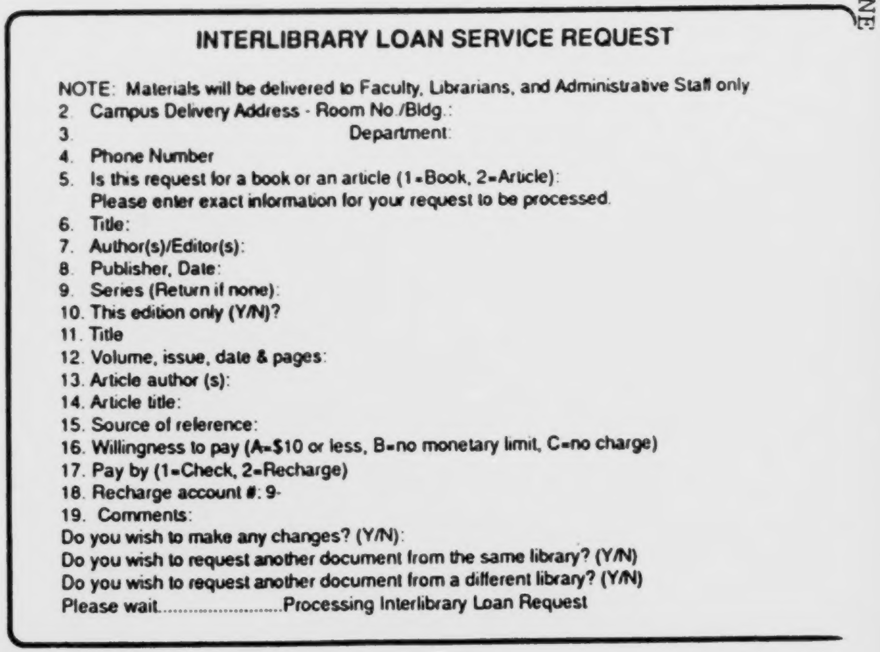
Enter choice==>

COPYRIGHT RESTRICTION NOTICE:
The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in law, libraries may furnish a photocopy that cannot be "used for any purpose other than private study, scholarship or research." If one uses a photocopy for purposes in excess of "fair Use" that person may be liable of copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgement, fulfillment of the order would involve violation of the copyright law.



DOCUMENT DELIVERY SERVICE REQUEST

1. LibraryCard No. (Patron Zebra): 2-1970-
2. Campus Delivery Address - Room No./Bldg.:
3. Department:
4. Is this requestfor a Pickup only? (Y/N)
5. Is this request for a book or an article (1=Book, 2=Article)
Please enter exact information for your request to be processed.
6. Book Call No.:
7. Brief Title:
8. If the book is notavailable then RECALL/HOLD? (Y/N)
9. If the book is unavailable for RECALL do you want to be notified? (Y/N)
Notification will be by Document Delivery Service via E-Mail
10. Journal or microform call no.:
11. Journal title:
12. Volume, issue, date, & pages:
13. Article title:
14. Recharge account ($.20 per exposure) #: 9-
15. If the journal is unavailable, do you want to be notified?
Notification will be by E-Mail.
16. Comments:
Do you wish to make any changes? (Y/N):
Do you wish to request another document from the same library? (Y/N)
Do you wish to request another document from a different library? (Y/N)
Please wait.........................Processing Document Delivery Request



INTERLIBRARY LOAN SERVICE REQUEST

NOTE: Materials will be delivered to Faculty, Librarians, and Administrative Staff only
2. Campus Delivery Address - Room No./Bldg.:
3. Department:
4. Phone Number
5. Is this request for a book or an article (1=Book, 2=Article):
Please enter exact information for your request to be processed.
6. Title:
7. Author(s)/Editor(s):
8. Publisher, Date:
9. Series (Return if none):
10. This edition only (Y/N)?
11. Title
12. Volume, issue, date & pages:
13. Article author (s):
14. Article title:
15. Source of reference:
16. Willingness to pay (A=$10 or less, B=no monetary limit, C=no charge)
17. Pay by (1=Check, 2=Recharge)
18. Recharge account #: 9-
19. Comments:
Do you wish to make any changes? (Y/N):
Do you wish to request another document from the same library? (Y/N)
Do you wish to request another document from a different library? (Y/N)
Please wait.........................Processing Interlibrary Loan Request

UNIVERSITY OF CALIFORNIA, IRVINE

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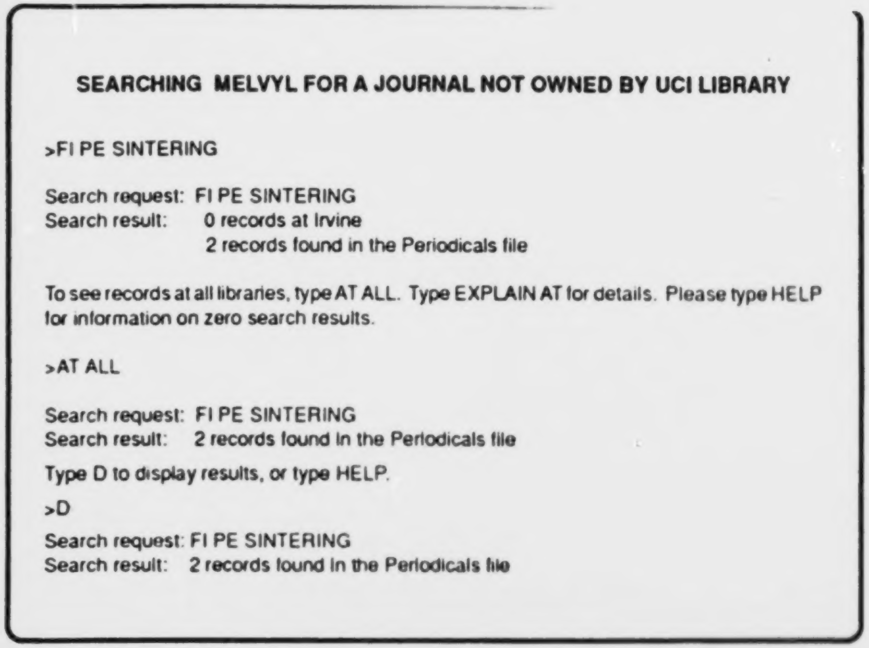


SEARCHING MELVYL FOR A JOURNAL NOT OWNED BY UCI LIBRARY

```
>FI PE SINTERING

Search request:  FI PE SINTERING
Search result:     0 records at Irvine
                   2 records found in the Periodicals file

To see records at all libraries, type AT ALL. Type EXPLAIN AT for details. Please type HELP
for information on zero search results.

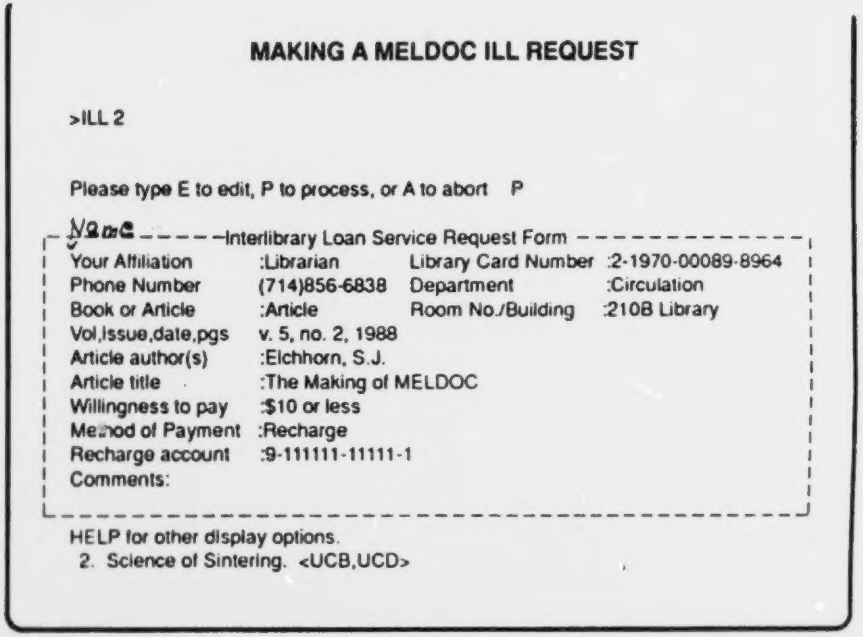
>AT ALL

Search request:  FI PE SINTERING
Search result:   2 records found in the Periodicals file

Type D to display results, or type HELP.

>D

Search request: FI PE SINTERING
Search result:   2 records found in the Periodicals file
```

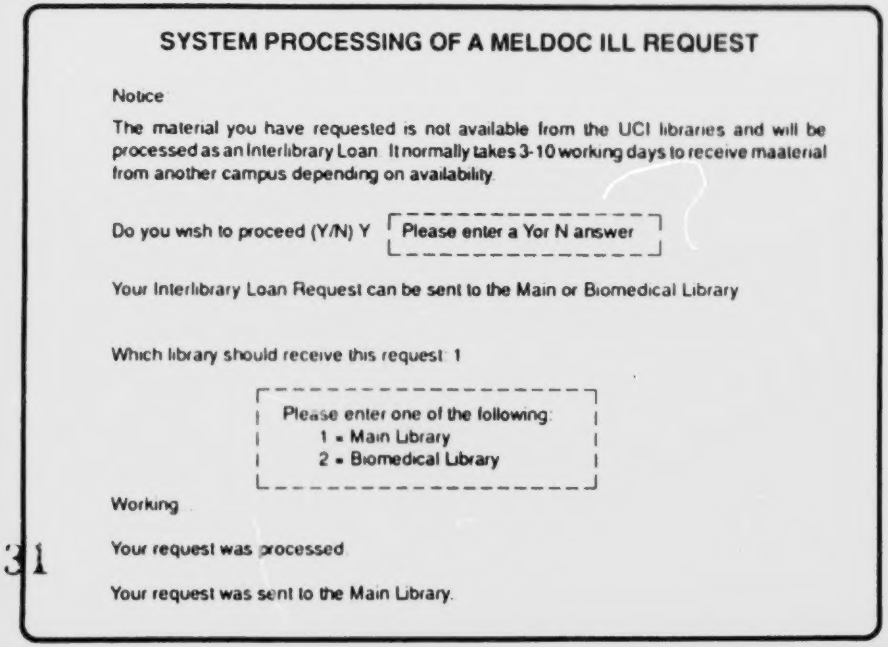


MAKING A MELDOC ILL REQUEST

```
>ILL 2

Please type E to edit, P to process, or A to abort   P

  Name -----Interlibrary Loan Service Request Form -------------
| Your Affiliation      :Librarian        Library Card Number  :2-1970-00089-8964 |
| Phone Number          (714)856-6838     Department           :Circulation       |
| Book or Article       :Article          Room No./Building    :210B Library      |
| Vol,Issue,date,pgs    v. 5, no. 2, 1988                                         |
| Article author(s)     :Eichhorn, S.J.                                          |
| Article title         :The Making of MELDOC                                     |
| Willingness to pay    :$10 or less                                             |
| Method of Payment     :Recharge                                                |
| Recharge account      :9-111111-11111-1                                        |
| Comments:                                                                       |
 ---------------------------------------------------------------------------------
 HELP for other display options.
  2.  Science of Sintering.  <UCB,UCD>
```



SYSTEM PROCESSING OF A MELDOC ILL REQUEST

```
Notice

The material you have requested is not available from the UCI libraries and will be
processed as an Interlibrary Loan. It normally takes 3-10 working days to receive maaterial
from another campus depending on availability.

                                    ----------------------------
Do you wish to proceed (Y/N) Y     | Please enter a Yor N answer |
                                    ----------------------------

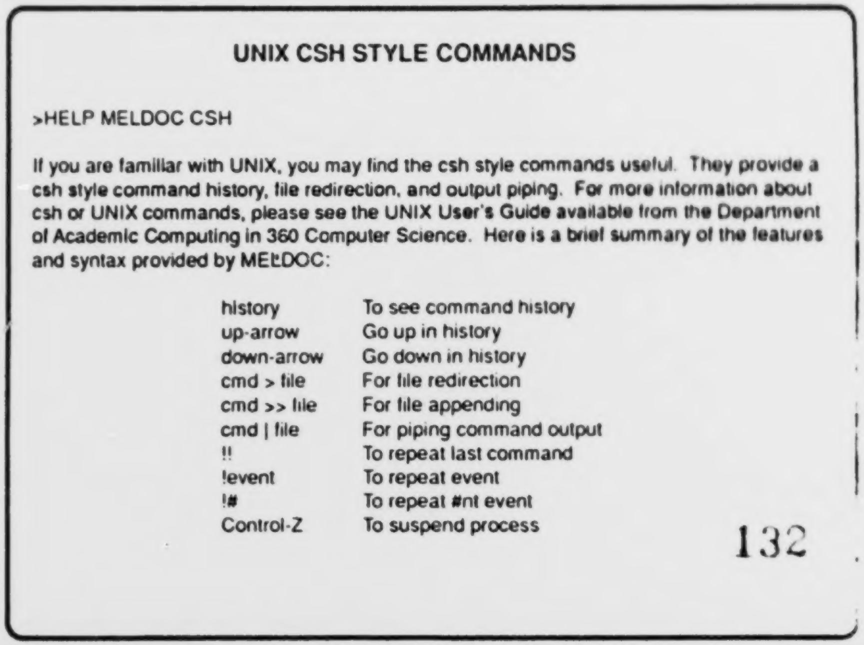
Your Interlibrary Loan Request can be sent to the Main or Biomedical Library


Which library should receive this request: 1

            ------------------------------
           | Please enter one of the following: |
           |     1 = Main Library               |
           |     2 = Biomedical Library         |
            ------------------------------
Working

Your request was processed

Your request was sent to the Main Library.
```

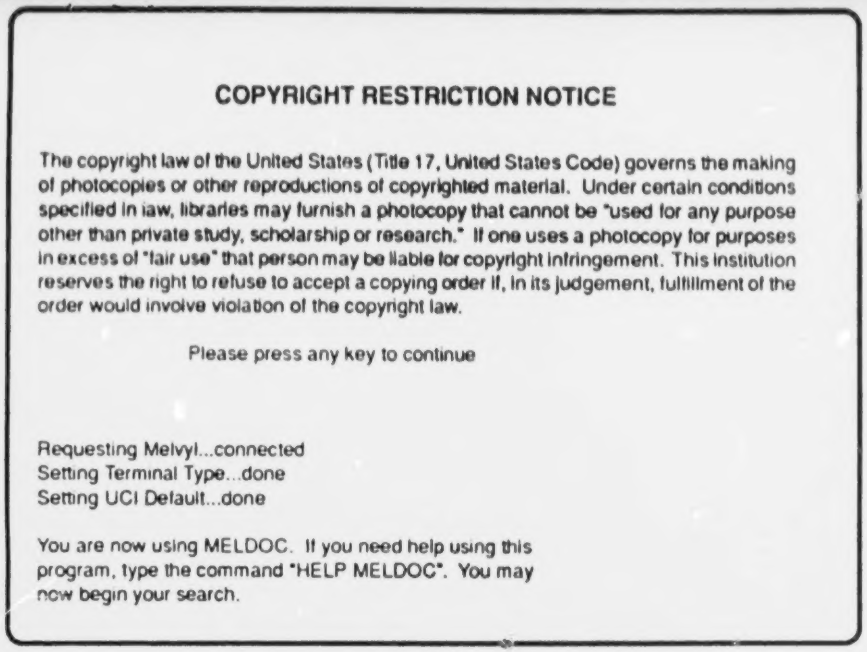


UNIX CSH STYLE COMMANDS

```
>HELP MELDOC CSH

If you are familiar with UNIX, you may find the csh style commands useful. They provide a
csh style command history, file redirection, and output piping. For more information about
csh or UNIX commands, please see the UNIX User's Guide available from the Department
of Academic Computing in 360 Computer Science. Here is a brief summary of the features
and syntax provided by MELDOC:

          history         To see command history
          up-arrow        Go up in history
          down-arrow      Go down in history
          cmd > file      For file redirection
          cmd >> file     For file appending
          cmd | file      For piping command output
          !!              To repeat last command
          !event          To repeat event
          !#              To repeat #nt event
          Control-Z       To suspend process
```



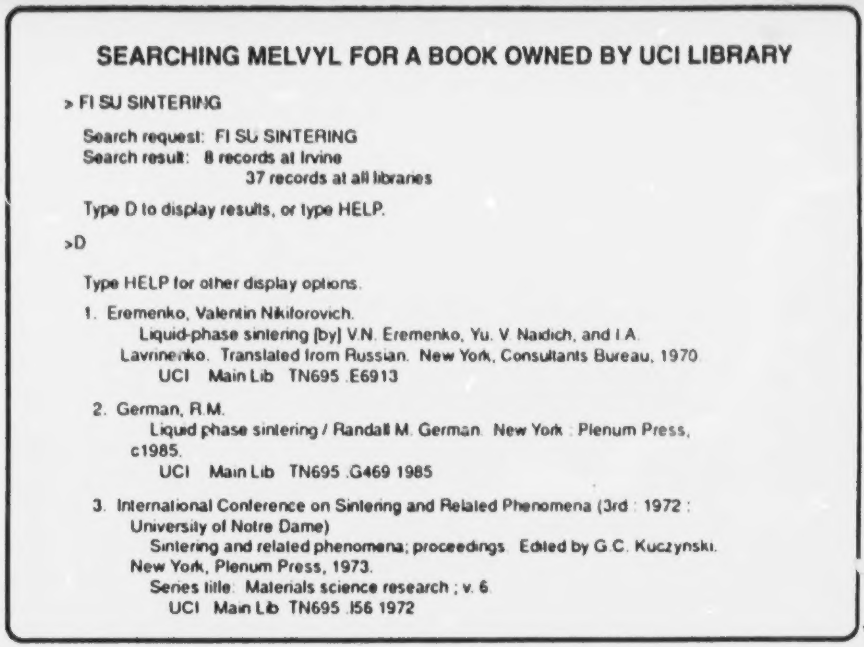
COPYRIGHT RESTRICTION NOTICE

```
The copyright law of the United States (Title 17, United States Code) governs the making
of photocopies or other reproductions of copyrighted material. Under certain conditions
specified in law, libraries may furnish a photocopy that cannot be "used for any purpose
other than private study, scholarship or research." If one uses a photocopy for purposes
in excess of "fair use" that person may be liable for copyright infringement. This institution
reserves the right to refuse to accept a copying order if, in its judgement, fulfillment of the
order would involve violation of the copyright law.

            Please press any key to continue


Requesting Melvyl...connected
Setting Terminal Type...done
Setting UCI Default...done

You are now using MELDOC. If you need help using this
program, type the command "HELP MELDOC". You may
now begin your search.
```



SEARCHING MELVYL FOR A BOOK OWNED BY UCI LIBRARY

```
> FI SU SINTERING

  Search request:  FI SU SINTERING
  Search result:   8 records at Irvine
                        37 records at all libraries

  Type D to display results, or type HELP.

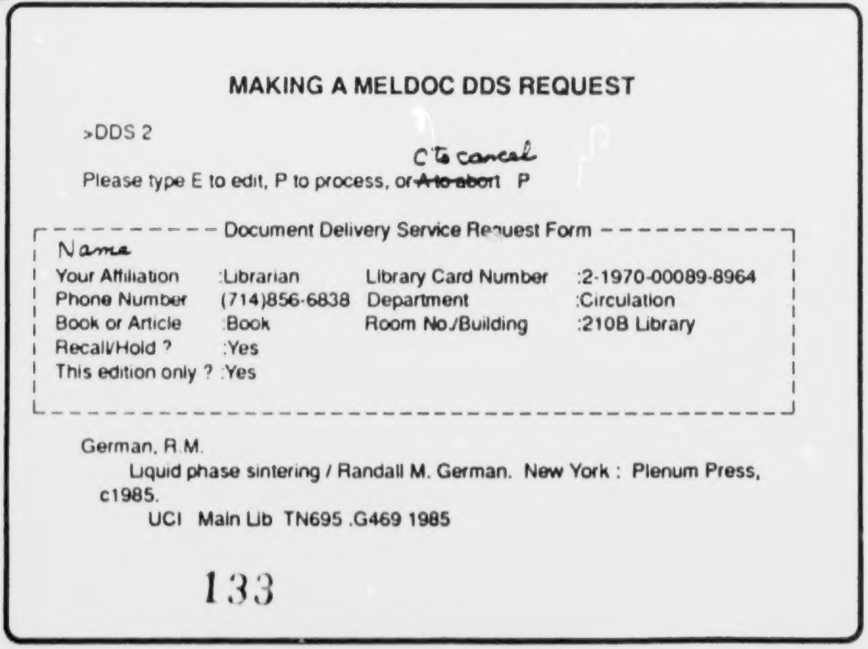
>D

  Type HELP for other display options.

  1. Eremenko, Valentin Nikiforovich.
          Liquid-phase sintering [by] V.N. Eremenko, Yu. V. Naidich, and I.A.
       Lavrinenko. Translated from Russian. New York, Consultants Bureau, 1970
            UCI    Main Lib   TN695 .E6913

   2. German, R.M.
          Liquid phase sintering / Randall M. German. New York : Plenum Press,
       c1985.
            UCI    Main Lib   TN695 .G469 1985

   3. International Conference on Sintering and Related Phenomena (3rd : 1972 :
       University of Notre Dame)
          Sintering and related phenomena; proceedings. Edited by G.C. Kuczynski.
       New York, Plenum Press, 1973.
          Series title: Materials science research ; v. 6
            UCI   Main Lib  TN695 .I56 1972
```



MAKING A MELDOC DDS REQUEST

```
>DDS 2
                                          C to cancel
Please type E to edit, P to process, or ~~A to abort~~  P

r---------- Document Delivery Service Request Form ----------------
| Name
| Your Affiliation    :Librarian        Library Card Number  :2-1970-00089-8964 |
| Phone Number        (714)856-6838     Department           :Circulation       |
| Book or Article     :Book             Room No./Building    :210B Library      |
| Recall/Hold ?       :Yes                                                      |
| This edition only ? :Yes                                                      |
L----------------------------------------------------------------------------------

German, R.M.
     Liquid phase sintering / Randall M. German.  New York : Plenum Press,
  c1985.
        UCI   Main Lib  TN695 .G469 1985
```

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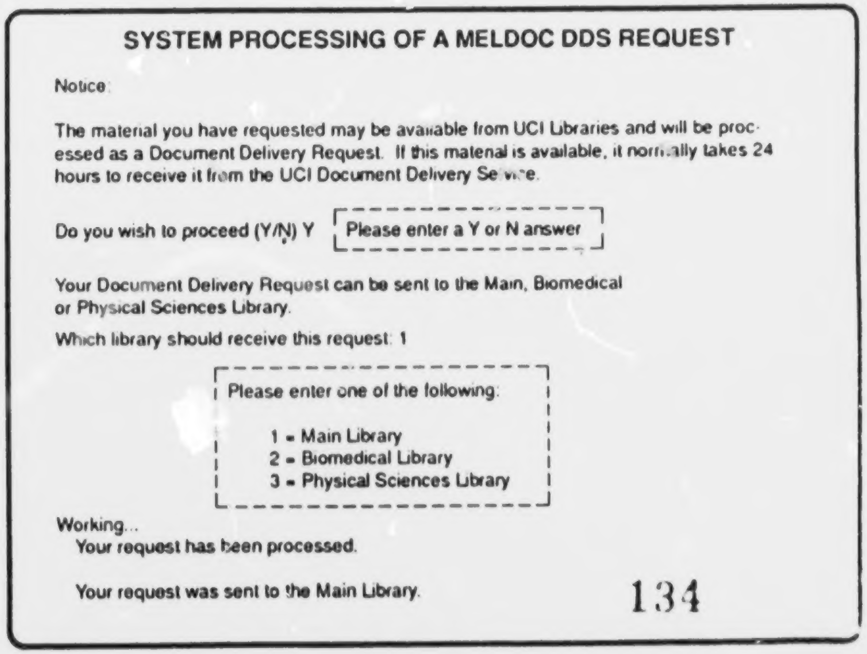

SYSTEM PROCESSING OF A MELDOC DDS REQUEST

```
Notice:

The material you have requested may be available from UCI Libraries and will be proc-
essed as a Document Delivery Request. If this material is available, it normally takes 24
hours to receive it from the UCI Document Delivery Service.

                                  r-----------------------------------
Do you wish to proceed (Y/N) Y   | Please enter a Y or N answer |
                                  L-----------------------------------

Your Document Delivery Request can be sent to the Main, Biomedical
or Physical Sciences Library.

Which library should receive this request: 1

                    r-------------------------------------
                    | Please enter one of the following:  |
                    |                                     |
                    |      1 = Main Library               |
                    |      2 = Biomedical Library         |
                    |      3 = Physical Sciences Library  |
                    L-------------------------------------

Working...
  Your request has been processed.

  Your request was sent to the Main Library.
```

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UNIVERSITY OF CALIFORNIA, IRVINE

Libraries

The new prompted electronic format for Interlibrary Loan transactions will allow you to request:

- books
- journal articles
- government documents
- technical reports
- theses and dissertations
- interlibrary loan renewals
- status checks on previously requested material.

The new system will facilitate access to resources identified on CARL, UNCOVER, and other electronic or CD-ROM databases, but that are not available at Colorado State University.

Here's how to use it.

It's Here!

Electronic access to
Interlibrary Loan
is as close as your
personal computer
and is available
24 hours a day.

Colorado State University

Interlibrary Loan 491-1868

Accessing Electronic Interlibrary Loan

PC with modem

If you have a PC with dial-up modem and communications software:

- Set your modem to 7 data bits, 1 stop bit, even parity and the appropriate baud rate for your modem
- Dial 491-5885 (300/1200/2400 baud)
  Dial 491-0410 (9600 baud)
- After dialing, wait for the screen to display the message CONNECT
- Press ENTER once or twice until the screen displays the prompt **csu-ts**
- When you see the csu-ts prompt, type **lamar** to connect to lamar. Press ENTER
- When the screen displays the **login:** prompt, type **ill**

PC with CSUNet

If you have a PC or workstation with an Ethernet card and telnet software:

- Start your telnet software (if necessary)
- Type
  telnet lamar.colostate.edu
  and press ENTER
- Login using the login name **ill**

Remote host

If you have an account with a login name and password on a host computer that is connected to the campus network, CSUNet:

- Log into your host machine
- Type
  telnet lamar.colostate.edu
  and press ENTER
- Login using the login name **ill**

Please be patient.
It takes a few minutes
for the program to start.

Funded by Colorado State University Office of Information Technology

Libraries

The Interlibrary Loan office of the University Libraries is testing a campus DOCUMENT DELIVERY service and your department has agreed to participate.

DESCRIPTION OF THE SERVICE:

Beginning fall 1992 (August 15-December 31) you can request any journal articles you need from the Interlibrary Loan office. Journals held at Colorado State University Libraries (CSUL) will be retrieved and your article will be faxed to you. If the journal is not held at CSUL, the article will be obtained via ILL and faxed to you upon its arrival.

Beginning spring 1993 (January 1-May 31) you can request any item from Interlibrary Loan. Journal articles will continue to be faxed, other materials will be retrieved, checked out to you and delivered to your department. If the material is held at CSUL, but is currently checked out, we will place a hold or recall on it for you and deliver it when it becomes available. Items not held at CSUL will be obtained via Interlibrary Loan and delivered upon their arrival. If it is necessary for us to hold/recall an item or to get it through ILL, we will inform you of the delay in delivery. (To participate in this phase, you must complete a signature authorization form that gives the document delivery staff permission to charge materials out to your university identification number. Naturally these numbers will be held in strict confidence. Forms will be available in early December.)

Our goal is to provide materials held at CSUL to you in less than 24 hours.

HOW TO USE THE SERVICE:

To use the document delivery service, simply request your item as though you are requesting an Interlibrary Loan.

> If you are using our E-Mail Request System, type DDS in the notes field.
>
> If you are filling out ILL requests manually (on a yellow, blue, green or white card), write DDS next to your department.

Once during each test period ILL will contact you for feedback. Your input will be vital in determining the program's usefulness, whether it should be continued, and how it should be modified.

Please contact me if you have any questions about testing the campus document delivery system.

Jane Smith
email: jsmith@ill@libraries@vines
voice: 491-1866

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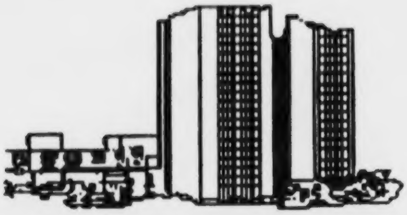
LIBRARY GUIDE #34



Interlibrary Loan Service

WHAT IS INTERLIBRARY LOAN?

Interlibrary loan (ILL) borrows and lends books and other materials. If Kent State University Libraries does not have the item you need, the **ILL Office** will obtain it for you from another library. The **ILL Office** also loans Kent library materials to other libraries throughout the world.

WHO MAY USE INTERLIBRARY LOAN?

Patrons who may use **ILL** include faculty, emeriti, graduate and undergraduate students, and university staff.

LOCATIONS AND TIMES:

ILL Office: Room 222, Main Library
Hours: 8:00 a.m.-noon; 1:00-5:00 p.m., Monday-Friday (except holidays)
Phone: 672-2670
Periodical Information Desk: 2nd floor, Main Library
Hours: Hours the Library is open
Phone: 672-2177

The **Periodical Information Desk** has **ILL forms available, accepts requests for** material through **ILL**, holds **ILL** material for pickup by the patron, and acts as a drop-off point for the return of **ILL** material.

HOW DO I USE INTERLIBRARY LOAN?

ILL request forms are available near the **Periodical Information Desk** and at the Reference Desk. Please fill out the form as completely as possible, including the source where you found your information. Please do not abbreviate. You may also submit requests by E-Mail (see verso).

HOW WILL I BE NOTIFIED AND RECEIVE MATERIAL?

When your book, or photocopy is available, **ILL** will notify you by mail. Requests which incur charges must be paid for and picked up in the **ILL** Office. Charges can be billed to departmental accounts. Users with authorized **Info Express** accounts will have these charges added to their accounts. If your photocopy is supplied at no charge, **ILL** will mail it to you. **Info Express** will also deliver these photocopies to faculty, staff and graduate assistants. These users may choose to have books delivered by **Info Express** as well.

HOW LONG DOES IT TAKE?

Usually it takes from two to three weeks to obtain requested material. It may take less time, but you should not depend upon having it sooner. If you do not fill out the request form completely, the process will be delayed.

HOW MANY REQUESTS CAN I MAKE PER WEEK?

For borrowed material, the number of requests is unlimited.

For photocopies, only ten requests per week will be accepted.

HOW MUCH DOES ILL COST?

ILL will try to obtain items for no charge or for the smallest possible amount, but this depends upon the lending library's charge policies. (On the **ILL** request form, be sure to indicate the maximum amount that you are willing to pay.) If there is a charge involved, you will be notified by mail, and the charge must be paid before you receive the item.

ARE THERE ANY RESTRICTIONS ON USE?

A lending library may have restrictions for certain items, such as "Library Use Only" and "No Copying Permitted". Please return **ILL** materials to the **Periodical Information Desk** when they are due.

WHERE DO I RETURN BORROWED ITEMS

Return materials to the **Periodical Information Desk**. Please do not return items to the Circulation Desk, the book drop, or the lending library.

LOAN PERIODS AND RENEWALS:

Loan periods are generally two to three weeks but may be less. The lending library determines the lending period. Most items (not all) can be renewed once for two weeks after the due date. These items can be renewed upon pickup or by contacting the **ILL** Office five days in advance of the due date.

(OVER)

#34
2

HOW MUCH ARE OVERDUE FINES?

A charge of $1.00 per day may be assessed beginning the second day after the due date. A person who keeps material 30 days beyond the due date or renewal date, may be billed for the cost of the item and a surcharge of $10.00.

WHAT IS DIRECT BORROWING?

You can borrow material directly from another library if Kent doesn't have it. The Circulation Desk has a list of libraries who participate with Kent in this agreement by which you can go to a library and get needed material with a validated I.D.

DIRECTIONS FOR SUBMITTING INTERLIBRARY LOAN REQUESTS BY E-MAIL

Faculty may now submit interlibrary loan requests by E-Mail on the IBM VM system. All you need is a terminal or computer with a modem and an account with Computer Services.

Getting Started:

1. Sign on to your VM account in the normal way. (If you don't already have one, contact Computer Services for information.)

2. Type in the word *Library* where you would ordinarily type *Kentmail*.

3. When the menu appears, move the cursor to the appropriate feature
   LIBRARY HOURS AND NEWS
   RESERVE REQUESTS
   ➤ INTERLIBRARY LOAN REQUESTS
   INFO EXPRESS REQUESTS
   and press **<Enter>**.

4. A screen appears asking for name and address information. Fill in the form and press **<Enter>**.

5. A screen will appear giving you the following options:
   ARTICLE/BOOK -- Title
   -- Author
   FOR JOURNALS -- Journal Title
   Volume (& issue) Date Pages
   FOR BOOKS --Edition/Date Publisher
   Suppliers' fees vary. What is the most you will pay? $_________
   University Account No. __________________
   Delivery to department office (for authorized **Info Express** users only) yes? no?
   Date needed/Notes:

6. Press **<PF5>** to transmit request. To quit, press **<PF3>**.

If you have any questions, please contact the Interlibrary Loan Office, x. 2670.

JML:ck rev. 9/91

SUNY AT BUFFALO

NEW! NEW! NEW!!

UnLOCK LOCKWOOD

It Just Got Easier
to UnLock
the Resources of
Lockwood Library!!

Use the e-mail address:

UnLOCK

Now it is easier than ever to contact us!! Just send an e-mail message using the address UnLOCK! No more telephone tag! No more scratching your head wondering which Lockwood staff member to call! We'll check "UnLOCK" daily Monday through Friday and direct your inquiry to the appropriate librarian.

Use "UnLOCK" to:

- Set up a research consultation for you (or one of your students).

- Make an appointment to learn about our various computerized products.

- Get a readily-available piece of information such as a publisher's fax number, a senator's mailing address, or the meaning of an acronym, periodical abbreviation, etc.

- Arrange to meet with a librarian to discuss a variety of options for your students to learn how to search for library material on their research topics.

- Suggest a title for purchase.

- Make an appointment to discuss Lockwood's policies and programs.

- In the future we expect to able to accept Interlibrary Loan requests via UnLOCK! Watch for our announcement!

Remember whether you contact us in person, by telephone, or electronically via UnLOCK, we are here to facilitate your access to the world of information!

SPEC
SYSTEMS AND PROCEDURES EXCHANGE CENTER

LIBRARY DELIVERY SYSTEMS

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

143

LIBRARY EXPRESS

SPECIAL SERVICES FOR THE DISABLED

While the Library Express brochure describes document delivery services available to all ASU students and ASU employees, this insert describes special services for disabled library users. These services are provided jointly by the University Libraries, Library Express Service, and Disabled Student Resources.

All of the services described in the Library Express brochure are available to disabled library users, however **all fees are waived for disabled patrons, except the photocopy fee.** The photocopy fee remains at $.50 for every 1-5 pages copied. *Personal copy cards will not be accepted in lieu of photocopy fee.* Looking up call numbers, retrieval, and delivery of library materials is free for disabled library users.

In addition to the locations given in the brochure for submitting requests for document delivery, disabled library users may also leave requests in the following locations:

1) Disabled Users Resources, Hayden Library, lower level;

2) Microform Services counter, Hayden Library, lower level;

3) Disabled Student Resources, Matthews Center, reception desk;

4) Students living in ASU residence halls may also leave requests at the reception desk of each residence hall. (Unless daily deliveries are being made to the residence hall, it is suggested that Library Express be called, 965-2466, to advise when there are requests to be picked up.)

RESPONSIBILITY

The requestor must agree to accept full responsibility for the material as soon as it is delivered. Should material be lost after delivery, the requestor is considered the responsible party for the material and is billed for lost books.

FOR MORE INFORMATION

Call **Library Express**, Interlibrary Loan, Hayden Library, 965-2466.

1/91

Library Express

A
S
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Arizona State University
University Libraries

LIBRARY EXPRESS

The University Libraries provides a fee-based document delivery service for ASU employees and students to deliver books, photocopies, and pre-paid or charged Computer Reference Service literature search printouts directly to academic departments, administrative offices, and selected residence halls on the Main Campus.

REQUESTING LIBRARY EXPRESS SERVICE

The service is only available to ASU employees and students who have an authorization form on file with Library Express. The service is not available to courtesy card holders or anyone not associated with ASU.

Request forms can be sent to the Libraries by campus mail or can be picked up by the Library Express Service from your department or building's designated delivery/pick-up point.

Request forms also can be brought to the Hayden Library Interlibrary Loan Office (or Circulation Desk when ILL is closed); the Reference Desk of the Daniel E. Noble Science and Engineering Library; the Circulation Desks of the Howe Architecture and Environmental Design Library and Music Library.

Requests also can be made via telephone (965-2466), PROFS (LIBXPR) or telefax (965-9486).

Authorization and request forms may be obtained from the Interlibrary Loan Office, Hayden Library (965-2466), and in all branch libraries.

TIME REQUIRED

48 hour turnaround time from receipt of request to delivery to the department is targeted.

Monday through Friday service will be provided once a day to department or building delivery/pick-up points.

If a requested book is charged out or off the shelf, a "hold" or a "search" will be placed on the material, and the requestor will be notified that it is not immediately available.

FEES FOR LIBRARY EXPRESS

If the call numbers are provided with the request, the fees are:

- Books: $1.00 per title
- Photocopies: $1.00 per volume pulled plus $0.50 for every 5 pages copied
- Fiche to fiche: $1.00 per title pulled for copying plus $1.00 per fiche copy
- Computer Reference Service literature search printouts (pre-paid or charged only): $1.00 for delivery

If library staff must find the call number, a fee of $0.25 per title is charged, even if the item cannot be delivered. If the material is not held by the University Libraries, the request will be returned.

ACCOUNTS

Departments may establish an open account with Library Express in Hayden Library.

Individual faculty/staff/students may establish a pre-paid deposit account.

Failure to pay for Library Express services may cause future borrowing privileges to be withdrawn; balances will be forwarded to the University Accounts Receivable Department.

Library materials requested by disabled library patrons will be delivered as follows:

1) ASU employees – deliveries are made to offices on the main Tempe campus, or, to the department secretary's office;

2) Students living on-campus – deliveries are accepted by residence hall staff and held at the reception desk for the student.

3) Other delivery points – deliveries may be made to any of the following locations specified at time of request:

    a) Disabled Student Resources, Matthews Center, reception desk;

    b) Disabled Users Resources, Hayden Library, lower level;

    c) Interlibrary Loan/Library Express counter, Hayden Library, concourse level.

Photocopy requests will not be delivered unless prepaid. If payment will be made at pickup, materials must be picked up at the Interlibrary Loan/Library Express counter (or Hayden Library Circulation if ILL is closed). No other delivery point will handle payments. Prepayment can be made by opening a deposit account with Library Express. No minimum balance is required; any remaining balance is refunded upon request. Please inquire about opening an account at the Library Express Office, Hayden Library, 965-2466, or PROF's LIBXPR.

2/19/91

Are Other Services Offered through *LIBRARY EXPRESS?*

You can also request the following services through *Library Express.*

- Photocopies of articles from journals owned by the UCSD Library

  LIBRARY EXPRESS will send your request to the UCSD Library that owns the material. The article will be photocopied and sent to you through campus mail.

  Regular photocopy charges are $3.50 per article up to 15 pages; $.15 per page after the first 15 pages. Please check with the library serving your campus department regarding special photocopy services.

- Items not owned by the UCSD Library.

  Your request will be forwarded to the Interlibrary Loan unit at the library serving your department. *LIBRARY EXPRESS* will deliver your Interlibrary Loan items to you at your office or to a branch library for pickup when they arrive. Be sure to note on the ILL request form that you want *LIBRARY EXPRESS* to deliver the item.

- Books that you have checked out to be returned to the UCSD Library or the Interlibrary Loan unit.

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For more information, please call *LIBRARY EXPRESS* at 534-5351 or send an electronic mail message to libexp@ucsd on UNIX mail or Library Express on cc:mail.

PS 1401 (2/92)

LIBRARY EXPRESS

UCSD Library

The University Of California, San Diego

UNIVERSITY OF CALIFORNIA, SAN DIEGO

What is *LIBRARY EXPRESS?*

LIBRARY EXPRESS is a delivery service on the La Jolla campus that will retrieve circulating books, bound journals and Interlibrary Loan items from the UCSD Library and deliver them to your office or department or to any UCSD Library you designate for delivery. A signature from someone you designate is required for items delivered to offices or departments. Items delivered to a UCSD Library will be held at the Circulation Desk for pickup.

Who can use *LIBRARY EXPRESS?*

All UCSD campus academic employees, staff employees, graduate students, and students registered with Disabled Student Services are eligible for *LIBRARY EXPRESS* services.

How much will *LIBRARY EXPRESS* cost?

There is no charge for delivery at this time.

How fast will I get my materials?

LIBRARY EXPRESS offers 24-48 hour turnaround for items that are available in the libraries, Monday through Friday. Daily pickup and delivery assures fast turnaround time for requests. Remember to include complete information on your request form to ensure fast turnaround time.

How do I sign up for *LIBRARY EXPRESS?*

Please complete a *LIBRARY EXPRESS* registration form and return it to the nearest UCSD Library or mail the completed form to *LIBRARY EXPRESS* at 0175-L. Registration forms are available at all campus libraries or you can ask *LIBRARY EXPRESS* to send you a form electronically or by mail. You must be registered before you can use *LIBRARY EXPRESS.*

What type of materials may I request?

You may request circulating items from all UCSD branch Libraries.

> (Items that do not circulate, such as reference books, rare books, reserve material, unbound journals, and bound journals at some branches cannot be delivered. Other items that do not circulate include video recordings, sound recordings, tapes and CD-ROMS.)

You may also request items that you have on hold or that have been recalled for you.

What information do I need to request a book from *LIBRARY EXPRESS?*

You need to know the following information for each item you wish to request:

- author
- title
- date of publication
- call number
- library or libraries which own the item.

If you request a circulating bound journal you will also need to know:

- the volume number
- the date of publication of the article

You may obtain this information by connecting to InfoPath or dialing into ROGER (the UCSD Catalog) or MELVYL® (the UC Online Catalog) from your off or home terminal or computer or by calling the Reference Desk at any UCSD library. Directions on how to connect to InfoPath and the library catalogs are inserted in this brochure.

How do I request materials?

You may request material in several ways:

- Use the X command on ROGER or MELVYL® afte connecting to InfoPath, the campus information system, through the campus LAN or a modem. Directions and an identification name and passwor will be assigned to you when you register for *LIBRARY EXPRESS.*
- Fill out a *LIBRARY EXPRESS* request form* and return it in person to any UCSD library, mail it to *LIBRARY EXPRESS* at 0175-L or to libexp@ucs on UNIX electronic mail or to Library Express on cc:mail, or have *LIBRARY EXPRESS* pick it up from your office.

  * Request forms are available at all UCSD branc libraries, from bookme@ucsd on UNIX electroni mail, from Library Express on cc:mail, or directly from *LIBRARY EXPRESS.*

- Phone in requests on voice mail to 534-5351. Pleas be sure to speak slowly and clearly.

INDIANA UNIVERSITY

IUB Libraries

Bloomington, IN 47405 (812) 855-0100

BLOOMINGTON DELIVERY SERVICE (BDS)

WHAT IS BDS?

BDS is a library service that provides, for a nominal fee, photocopies of journal articles and delivers books to faculty, academic/administrative personnel, and graduate students.

WHO IS ELIGIBLE TO USE THE SERVICE?

- Faculty members
- Academic/administrative personnel
- Graduate Students

WHAT DOES THE SERVICE ACTUALLY PROVIDE?

BDS is a campus photocopy and book delivery service. BDS users can elect to have copies of the tables of contents from up to 10 locally held journals (weekly journals or annuals not included) sent to them regularly as new issues appear. Books and photocopies of articles from journals also will be sent on request. Most requests will be filled within about 48 hours and are delivered to requestors through campus mail.

HOW MUCH DOES IT COST?

Book delivery—
    $1.00 per volume delivered
Photocopy delivery—
    $2.00 per article delivered (up to 10 exposures);
    $1.00 for each additional portion of up to 10 exposures

Charges are made to departmental or grant accounts or billed to individuals through the Bursar's Office. There are no cash transactions.

Fees charged do not completely support the costs of BDS. The Libraries provide a significant subsidy.

HOW TO USE BDS

Campus mail/order forms:

Order forms are available from any library service desk, or by calling the BDS office. Requests can be mailed directly to BDS at the Main Library or left in the drop-off box at the circulation desk in the Research Collections.

LIRN/Academic Information Environment:

Academic Computing account holders can use the Delivery Services option in the Library Information and Reference Network (LIRN) menu to submit BDS requests electronically. For more information about LIRN, call 5-8BDS or send an electronic mail message to PRISM::LIBBDS.

Voice Mail:

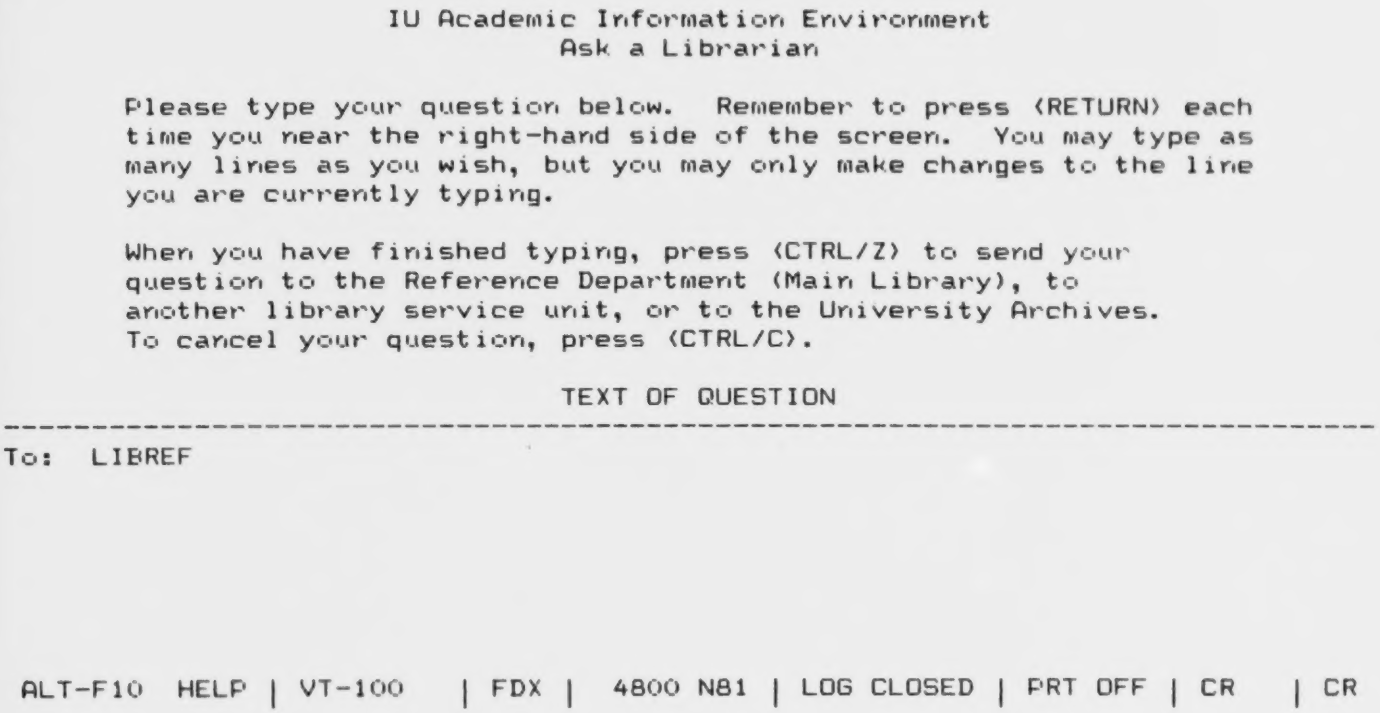
The Main Library has a voice mail BDS phone line - 855-8BDS (855-8237).

NOTE: Complete, correct citation information is required for all requests.

FOR MORE INFORMATION

If you would like more information about the BDS service, please call 855-8BDS or send an electronic mail message to PRISM::LIBBDS.

INDIANA UNIVERSITY



```
                     IU Academic Information Environment
                              Ask a Librarian

   Please type your question below.  Remember to press <RETURN> each
   time you near the right-hand side of the screen.  You may type as
   many lines as you wish, but you may only make changes to the line
   you are currently typing.

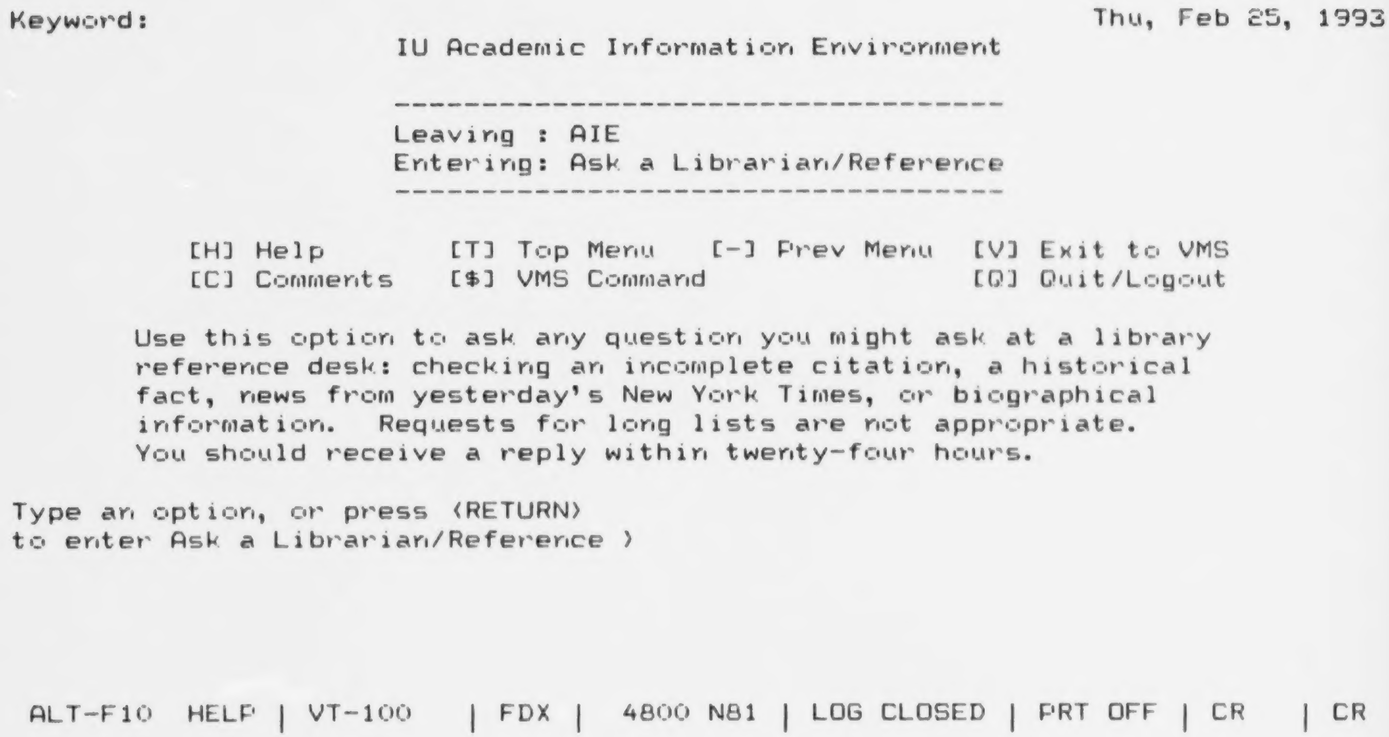
   When you have finished typing, press <CTRL/Z> to send your
   question to the Reference Department (Main Library), to
   another library service unit, or to the University Archives.
   To cancel your question, press <CTRL/C>.

                              TEXT OF QUESTION
--------------------------------------------------------------------------------
To:  LIBREF




 ALT-F10  HELP | VT-100    | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR    | CR
```

INDIANA UNIVERSITY



```
Keyword:                                                 Thu, Feb 25, 1993
                   IU Academic Information Environment

                   -----------------------------------
                   Leaving : AIE
                   Entering: Ask a Librarian/Reference
                   -----------------------------------

        [H] Help        [T] Top Menu    [-] Prev Menu   [V] Exit to VMS
        [C] Comments    [$] VMS Command                 [Q] Quit/Logout

     Use this option to ask any question you might ask at a library
     reference desk: checking an incomplete citation, a historical
     fact, news from yesterday's New York Times, or biographical
     information.  Requests for long lists are not appropriate.
     You should receive a reply within twenty-four hours.

Type an option, or press <RETURN>
to enter Ask a Librarian/Reference >


 ALT-F10  HELP | VT-100    | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR    | CR
```

INDIANA UNIVERSITY

```
AIE - Information                                          >> Screen 1 of 4
---------------------------------------------------------------------------
Interlibrary Loan Request - INFORMATION

      Interlibrary loan is a service offered through the Main Library
      Access Services Department to Indiana University faculty, students,
      and staff who are engaged in research.  The conditions of this service
      are set by the Interlibrary Loan Code of the American Library
      Association and by regulations of individual lending libraries.

Time Required

      In-state items generally arrive within 5-14 days; if it is necessary
      to go outside the state, two weeks are usually needed, and when
      several libraries must be contacted before an available copy is
      located, the process may take much longer.  If your need for a
      photocopy is urgent, you may indicate that, and we will attempt to
      secure a copy through electronic facsimile; not all libraries
      offer this option, however.

---------------------------------------------------------------------------
Type 1-4, or <RETURN>=Next Screen, [E]=Exit,
[F]=Find, [P]=Print, [C]=Copy, [D]=Download >

 ALT-F10  HELP | VT-100    | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR   | CR
AIE - Information                                          >> Screen 2 of 4
---------------------------------------------------------------------------
Duration of Loans

      The loan period for items borrowed from other libraries is
      two weeks; this date is noted on a date due slip attached to a
      yellow flag in the back of the book.  An extension of time should
      be requested only in unusual circumstances.  Application for such
      renewal must be made prior to the due date.  Borrowers will be
      billed for non-returned overdue items.  If a borrower continually
      disregards due dates, it may be necessary to refuse further service.










---------------------------------------------------------------------------
Type 1-4, or <RETURN>=Next Screen, [-]=Previous Screen, [E]=Exit,
[F]=Find, [P]=Print, [C]=Copy, [D]=Download >

 ALT-F10  HELP | VT-100    | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR   | CR
AIE - Information                                          >> Screen 3 of 4
---------------------------------------------------------------------------
Restrictions on Use

      This library is bound by any restrictions on use imposed by the
      lending library.  Some libraries require that the materials they
      lend be used in the borrowing library.  Some do not allow
      photocopying.  Some require the signature of the readers of
      unpublished dissertations.  The borrower should not let others use
      the books he secures on loan unless special arrangements have been
      made.
```

```
Recently Published Books

        It is often difficult to borrow recently published books on
        interlibrary loan because they are in demand at the libraries
        owning them.  You may wish to suggest the purchase of such
        materials for the IUL collections.  The LIRN menu offers a
        mechanism for making such "Suggestions for Purchase."

------------------------------------------------------------------------------
Type 1-4, or (RETURN)=Next Screen, [-]=Previous Screen, [E]=Exit,
[F]=Find, [P]=Print, [C]=Copy, [D]=Download >

 ALT-F10  HELP | VT-100    | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR    | CR

AIE - Information                                         >> Screcn 4 of 4
------------------------------------------------------------------------------
Other Policy Information

    1.  As a general policy, we will not borrow any book owned by a
        library on the Bloomington campus.  Items which cannot be located
        by Access Services Department or by a branch library may be
        requested through interlibrary loan.

    2.  Interlibrary loan requests may be submitted on printed forms to
        library service points, mailed through Campus Mail to the Main
        Library Access Services Department, or sent by electronic mail.
        You will be notified when the material is received.

    3.  Photocopied material will be mailed to the requestor.  All other
        material should be picked up at the Main Library Circulation Desk
        promptly after notification, and returned there as soon as you have
        finished with it, but no later than the due date.


------------------------------------------------------------------------------
Type 1-4, or (RETURN)=Exit, [-]=Previous Screen,
[F]=Find, [P]=Print, [C]=Copy, [D]=Download >

 ALT-F10  HELP | VT-100    | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR    | CR
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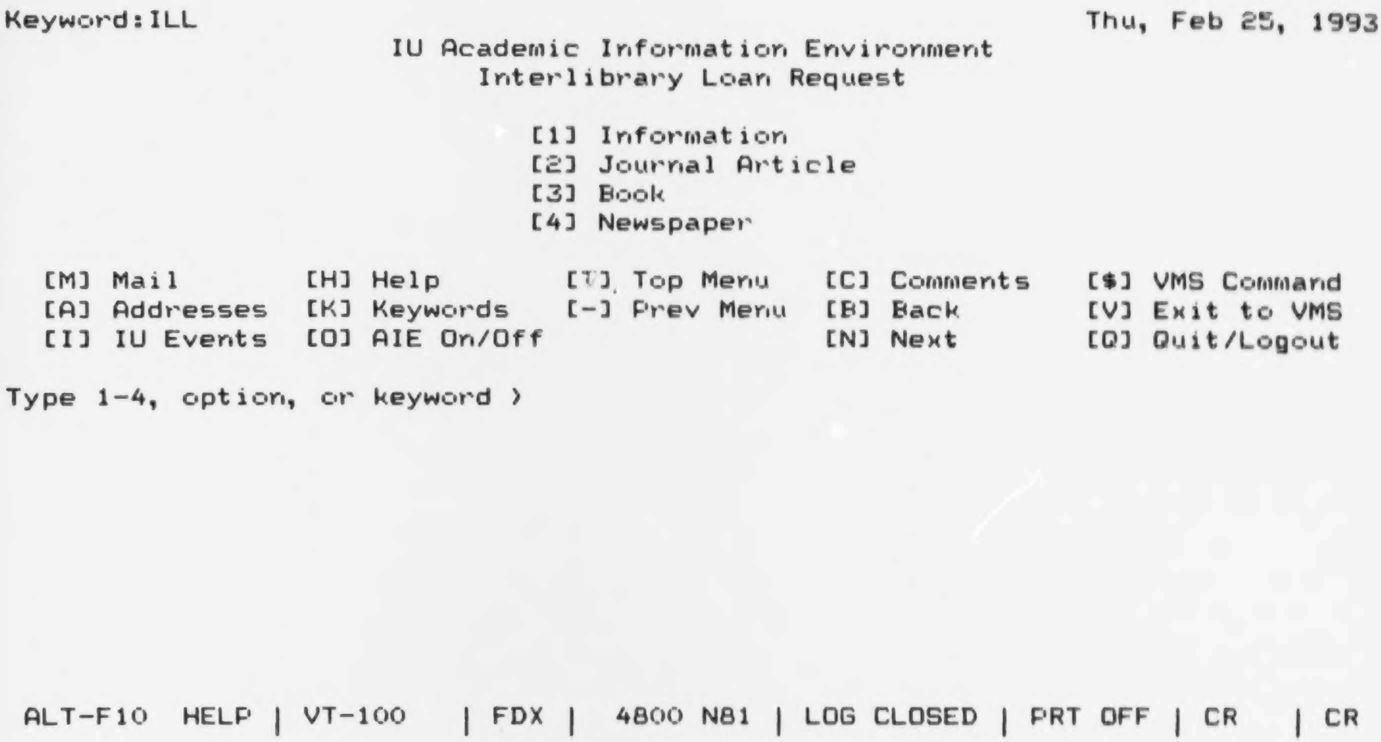
INDIANA UNIVERSITY



```
Keyword:ILL                                                      Thu, Feb 25, 1993
                      IU Academic Information Environment
                           Interlibrary Loan Request

                             [1] Information
                             [2] Journal Article
                             [3] Book
                             [4] Newspaper

  [M] Mail          [H] Help          [T] Top Menu     [C] Comments     [$] VMS Command
  [A] Addresses     [K] Keywords      [-] Prev Menu    [B] Back         [V] Exit to VMS
  [I] IU Events     [O] AIE On/Off                     [N] Next         [Q] Quit/Logout

Type 1-4, option, or keyword >




 ALT-F10  HELP | VT-100    | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR    | CR
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INDIANA UNIVERSITY

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AIE - Information                                         >> Screen 1 of 1
------------------------------------------------------------------------------

   Bloomington Delivery Service (BDS) is a service provided by the
   IUB Libraries that, for a nominal fee, supplies photocopies of
   journal articles and delivers books to faculty,
   administrative/academic personnel, staff, graduate and
   undergraduate students.

       > Book delivery: A fee of $1.00 is charged for each book
       delivered.

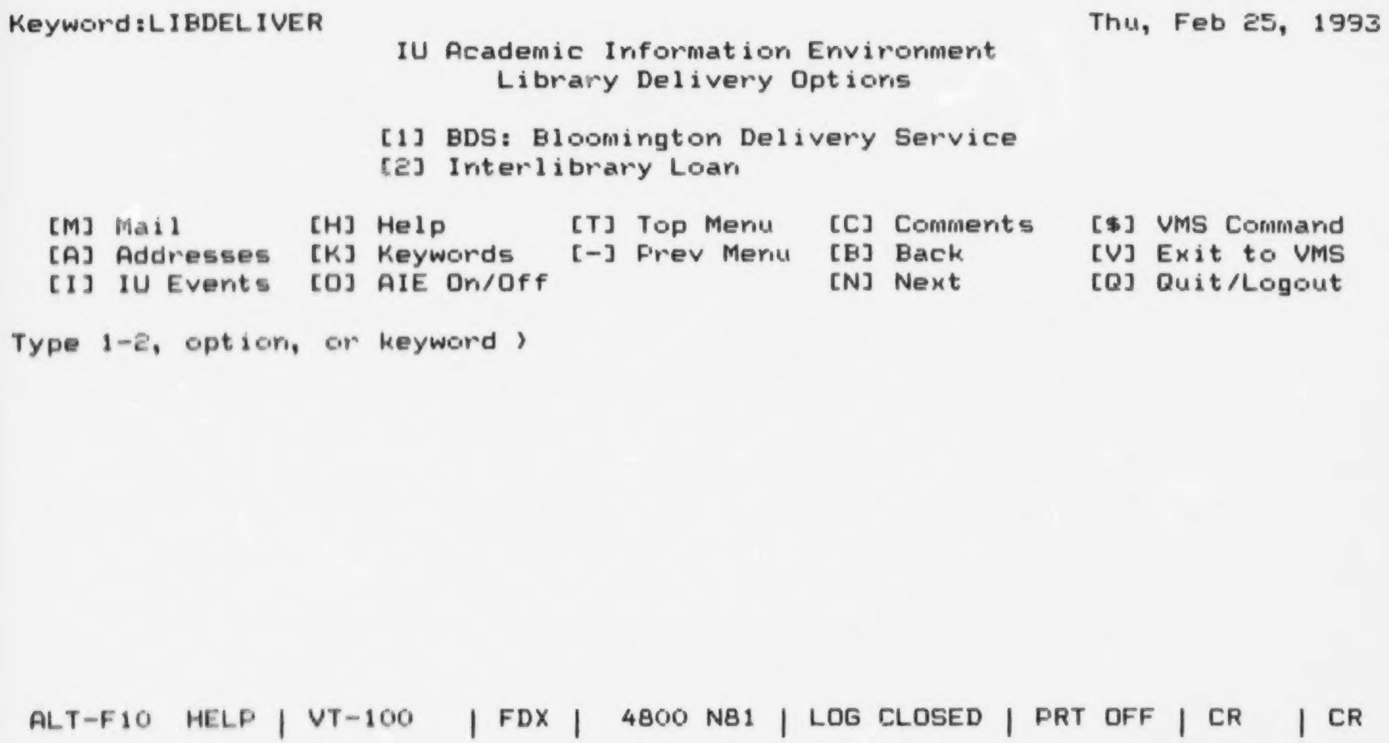
       > Photocopies of articles: A fee of $2.00 is charged for the
       first 10 exposures, with $1.00 charged for each additional unit
       of 10 exposures or fewer.

       > Non-campus addresses:  A $.50 postage fee is charged for
       delivery to a non-campus address.

------------------------------------------------------------------------------
<RETURN>=Exit, [P]=Print, [C]=Copy, [D]=Download >

 ALT-F10  HELP | VT-100    | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR    | CR
```

INDIANA UNIVERSITY



```
Keyword:LIBDELIVER                                              Thu, Feb 25, 1993
                    IU Academic Information Environment
                          Library Delivery Options

                    [1] BDS: Bloomington Delivery Service
                    [2] Interlibrary Loan

  [M] Mail         [H] Help         [T] Top Menu    [C] Comments    [$] VMS Command
  [A] Addresses    [K] Keywords     [-] Prev Menu   [B] Back        [V] Exit to VMS
  [I] IU Events    [O] AIE On/Off                   [N] Next        [Q] Quit/Logout

Type 1-2, option, or keyword >
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ALT-F10  HELP | VT-100    | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR    | CR
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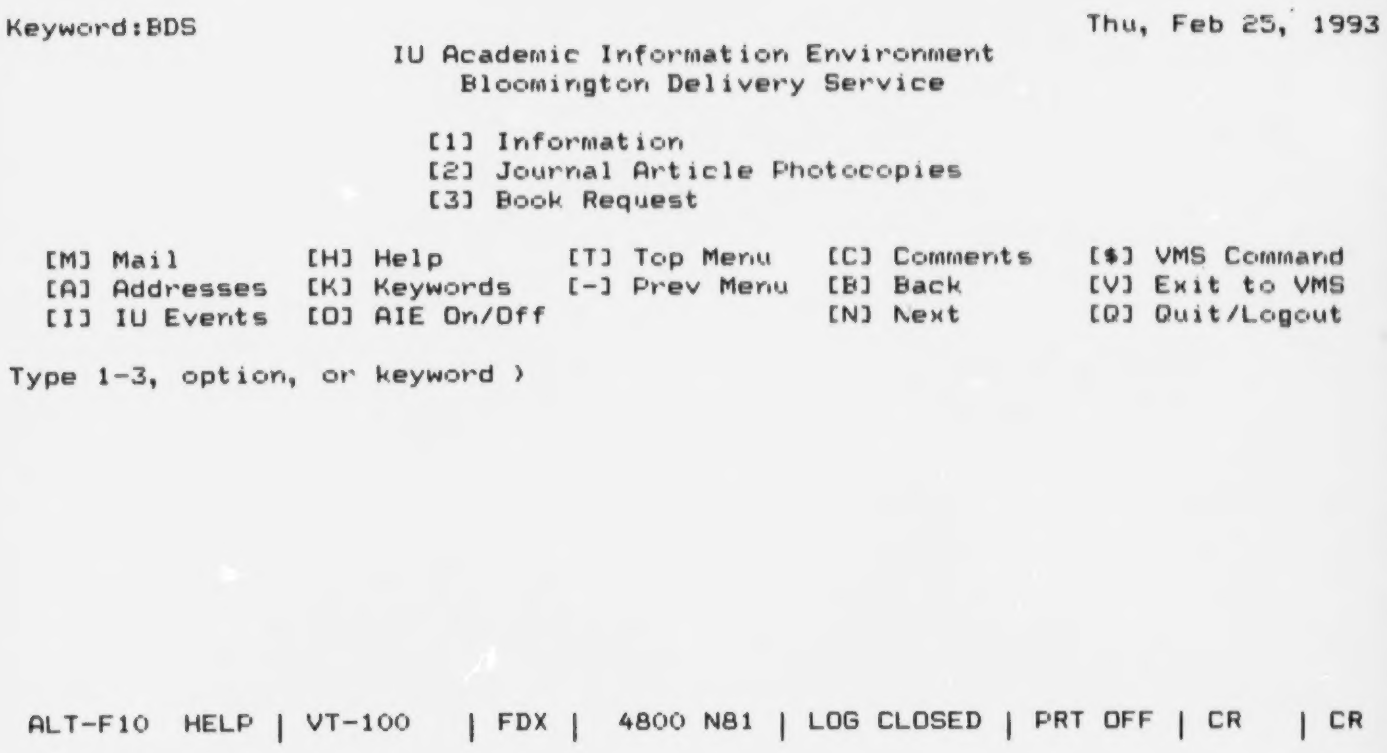

```
Keyword:BDS                                                          Thu, Feb 25, 1993
                          IU Academic Information Environment
                             Bloomington Delivery Service

                           [1] Information
                           [2] Journal Article Photocopies
                           [3] Book Request

  [M] Mail          [H] Help          [T] Top Menu     [C] Comments      [$] VMS Command
  [A] Addresses     [K] Keywords      [-] Prev Menu    [B] Back          [V] Exit to VMS
  [I] IU Events     [O] AIE On/Off                     [N] Next          [Q] Quit/Logout

Type 1-3, option, or keyword >

  ALT-F10  HELP | VT-100   | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR    | CR
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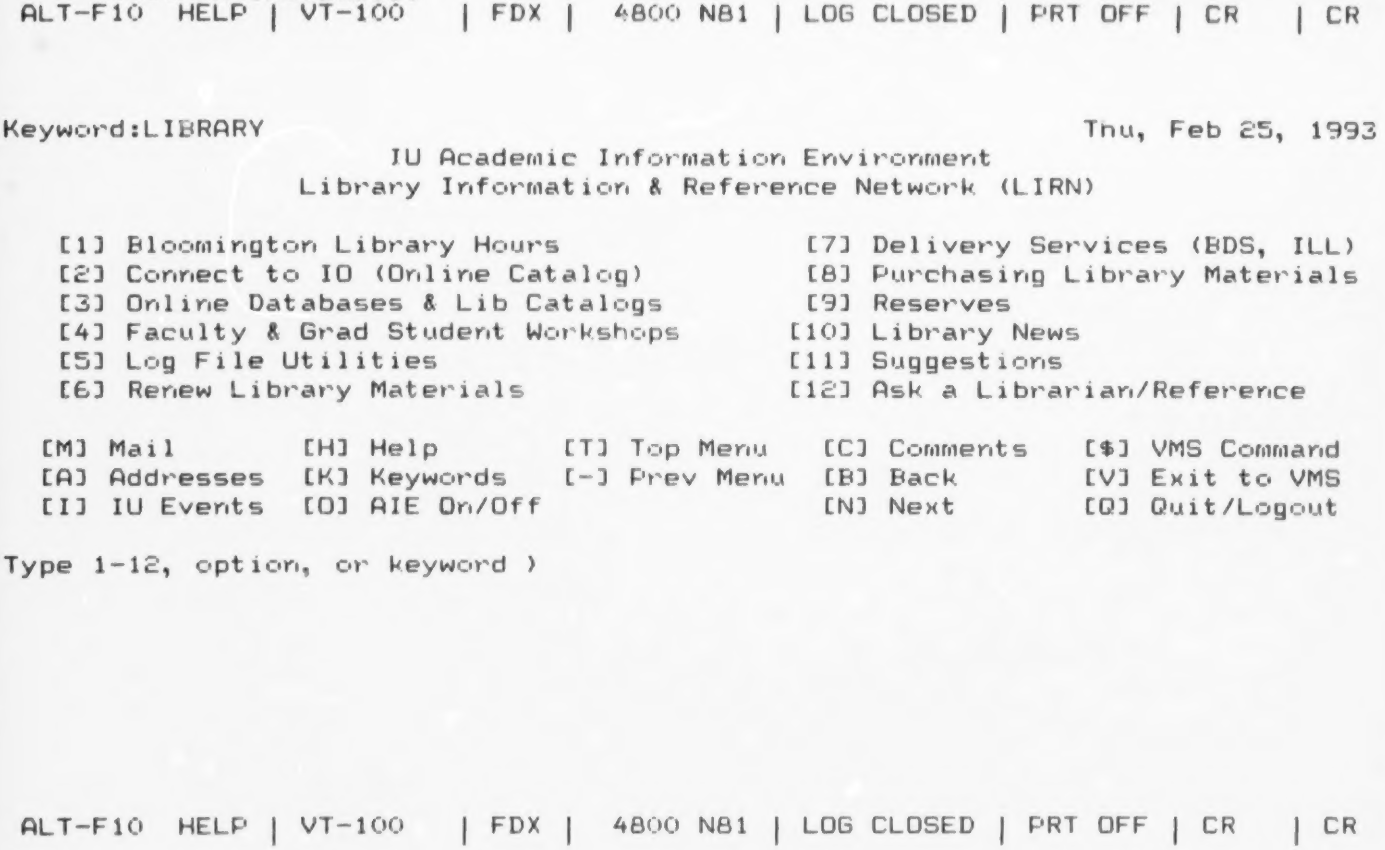
INDIANA UNIVERSITY



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ALT-F10  HELP | VT-100   | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR    | CR



Keyword:LIBRARY                                                Thu, Feb 25, 1993
                    IU Academic Information Environment
               Library Information & Reference Network (LIRN)

   [1] Bloomington Library Hours               [7] Delivery Services (BDS, ILL)
   [2] Connect to IO (Online Catalog)          [8] Purchasing Library Materials
   [3] Online Databases & Lib Catalogs         [9] Reserves
   [4] Faculty & Grad Student Workshops       [10] Library News
   [5] Log File Utilities                     [11] Suggestions
   [6] Renew Library Materials                [12] Ask a Librarian/Reference

  [M] Mail        [H] Help        [T] Top Menu    [C] Comments     [$] VMS Command
  [A] Addresses   [K] Keywords    [-] Prev Menu   [B] Back         [V] Exit to VMS
  [I] IU Events   [O] AIE On/Off                  [N] Next         [Q] Quit/Logout

Type 1-12, option, or keyword >






ALT-F10  HELP | VT-100   | FDX |  4800 N81 | LOG CLOSED | PRT OFF | CR    | CR
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INDIANA UNIVERSITY
Journal Article Request Form, 24-FEB-1993 08:23:04.78

Requestor: GOLD::WOODM

[1] Name : MARILYN D WOOD
[2] Department : LIBRARY - GENERAL
[3] Campus Address : LIBRARY E164
[4] Campus : BLOOMINGTON
[5] Campus Phone : (812) 855-7746
[6] User type : STAFF
[7] IU ID Number :
[8] Patron Barcode :

Journal title :
Article title :
Author :
Volume number :
Issue number :
Date :
Pages :
Citation Source :
Can't use after :
------- -- ----------------

```
           INDIANA UNIVERSITY
Book Request Form, 24-FEB-1993 08:23:35.43

Requestor: GOLD::WOODM

[1]  Name             : MARILYN D WOOD
[2]  Department       : LIBRARY - GENERAL
[3]  Campus Address   : LIBRARY E164
[4]  Campus           : BLOOMINGTON
[5]  Campus Phone     : (812) 855-7746
[6]  User type        : STAFF
[7]  IU ID Number     : 308741922
[8]  Patron Barcode   :


Book's Author            :
Title                    :
Publisher                :
Year of publication      :
Place of publication     :
Edition                  :
This edition only?       : N
Citation Source          :
Can't use after          :
-----------------------------------------------------
```

Newspaper Request Form, 24-FEB-1993 08:24:06.48 INDIANA UNIVERSITY

Requestor: GULD::WOODM

```
[1]  Name             : MARILYN D WOOD
[2]  Department       : LIBRARY - GENERAL
[3]  Campus Address   : LIBRARY E164
[4]  Campus           : BLOOMINGTON
[5]  Campus Phone     : (812) 855-7746
[6]  User type        : STAFF
[7]  IU ID Number     :
[8]  Patron Barcode   :


Title                  :
Place of publication   :
Date(s)                :
Citation Source        :
Can't use after        :
------------------------------------------------------
```

A GUIDE TO THE RESOURCES OF
THE MILTON S. EISENHOWER LIBRARY,
THE JOHNS HOPKINS UNIVERSITY,
BALTIMORE, MARYLAND

Eisenhower Express

Purpose: The Eisenhower Express provides the retrieval and delivery of books and photocopies from the MSE Library to expedite the research of our patrons and allow them the time to take greater advantage of the Library's resources.

Eligibility: Faculty, Senior Staff and Graduate Students of departments of the University located on the Homewood Campus are eligible to use the Express.

Materials Available: Items in the MSE Library's circulating collection and photocopies of articles are available through the Express. Materials not found in the MSEL collection will be referred to Interlibrary Loan, unless a patron specifically requests that this not be done.

Circulation: All requests filled from the MSEL collection will be delivered to department offices unless otherwise specified. Library materials will be charged to the patron's library card. Any further circulation transactions (i.e. returns, renewals, etc.) are the responsibility of the patron. Materials requested through Interlibrary Loan for Faculty and Senior Staff will be delivered to their department, as will photocopies obtained in similar manner for Graduate Students who have departmental boxes. Books and other materials obtained through ILL for Graduate Students must be picked up at the Library. Notification of these items' arrival will be sent to the appropriate office. Inquiries about items referred to Interlibrary Loan should be addressed to that department.

Access: There are four means of placing an Express request:

1) By telephone answering machine # 516-8031.
2) By Campus Mail addressed to Eisenhower Express, MSE Library.
3) By electronic mail; address ILL_EXP@JHUVM
4) By telefacsimile # 516-8596.

Requests may be placed by these methods 24 hours a day, 7 days a week, though they will not be acted upon until the next business day. If there are any problems, or if you have any questions, please call the Express Coordinator, Interlibrary Loan Office, 516-8358, Monday through Friday between 8:30 a.m. and 5:00 p.m.

Requests: Please include the following information in the order given.

1) Full name (please spell unusual names) and department.
2) First time users should include Library ID card number, phone number, e-mail account number or FAX number if you wish to receive documents electronically.
3) Book or Photocopy
4) Book: provide (in this order) author, title, place of publication, publisher, year.
5) Photocopy: provide (in this order) journal, volume, year, page numbers, article title, author.
6) Remember, the more information you provide, the faster and more accurately we fill your request.

(over)

Billing: Photocopies are billed at the rate of ten cents per page. Once a month, a bill is sent to the patron's department, stating all charges for the citations requested during the previous month. It is the responsibility of the patron, through his/her department, to see that the proper University accounts are charged, and that M & S Forms, personal checks, or cash are submitted to the Eisenhower Express, MSE Library.

Delivery Time: Requests for items owned by the MSE Library are usually filled within 24 hours; within 48 hours, all requests will be filled or the patron will be informed as to why the request has not been filled (i.e. book in use, book not owned, insufficient citation, etc.), with an indication of the actions being taken to get the item (recall, referral to ILL, request for additional information, etc.).

UNIVERSITY OF TENNESSEE, KNOXVILLE

Beginning July 1st! NEW!

LIBRARY EXPRESS

Faculty:

Have library books delivered to your door!

Books delivered free

Photocopies: $2 per citation (up to 20 pages)

LIBRARY EXPRESS is a new service designed to save researchers time, spare users trips to the library, and provide a shortcut through the library's complicated information retrieval procedures. Effective July 1, 1992, delivery of library books and photocopies of articles will be made upon request to UTK faculty on the Main and Agriculture campuses. *LIBRARY EXPRESS* will also pick up books (on request) from departmental offices and return them to the library. Delivery will be made only to departmental offices to which the deliverer has open access. Departments must supply easily identifiable, accessible receptacles for deliveries. Faculty may also pick up books and photocopies at the 2nd floor circulation desk, 208 Hodges Library. No deliveries will be made to carrels and studies within the library. Photocopying can be charged to departmental accounts via transfer voucher.

Requests will be accepted by phone or in-person at the Hodges circulation desk during all hours the circ desk is staffed. Agriculture staff may call requests to the AgVetMed Library. Delivery is 8-5, Monday-Friday. Turnaround time will be 24 hours except for requests received on weekends and in cases of large volumes of requested items. Please provide an accurate citation and an exact and accessible location for delivery/retrieval. Users must be registered in the Libraries' patron database. Requests for materials not held by the UTK Libraries should be made to Interlibrary Services.

LIBRARY EXPRESS • 208 Hodges Library • Phone: 974-0021

LIBRARY EXPRESS DELIVERY REQUEST

University Libraries
University of Tennessee/Knoxville

COMPLETE ONE FORM FOR EACH REQUEST.

Call Number

Circulation Services provides a document delivery service for faculty. This service, *LIBRARY EXPRESS*, will deliver library books and retrieve and photocopy periodical articles, book chapters, proceedings, technical reports, government documents and any part of other printed or microform publications held by the UTK Libraries. Copying will be done in accordance with copyright laws and guidelines. Only one copy of each item will be made. Complete books will not be copied. Lists of citations, such as the results of a database search, may be attached to one form. Mark citations to be retrieved.

Materials will be delivered to an individual's department, sent through the campus mail, or they may be picked up at the circulation desk. Materials will normally be delivered within 24 hours, except weekends.

There is no charge for book delivery. Cost of copying is $2 per citation (up to 20 pages).

Name	UTK ID No.	Date
Department	Bldg.	Room
Telephone		

WHEN MATERIAL IS READY:

☐ Deliver to department

☐ I will pick up at Hodges Library

☐ I will pick up at AgVetMed Library

Want photocopy: ☐ Yes ☐ No

METHOD OF PAYMENT:

☐ Departmental Account

Account name: ____________

Account number: ____________

☐ Cash or check

ATTACH PRINTOUT OF CITATIONS...OR FILL OUT THE FOLLOWING:

Title (Book or Journal)

Article title

Author

☐ If not available at UTK, order by interlibrary loan (possible 2 weeks for delivery)

Volume	Issue No.	Date	Pages to be copied
Edition (for book)		Publisher (for book)	

Notes:

WARNING CONCERNING COPYRIGHT RESTRICTIONS

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order, if, in its judgment, fulfillment of the order would involve violation of copyright law.

UNIVERSITY OF WASHINGTON

Date: Thu, 11 Mar 93 07:47:26 -0800
From: Library Express Forms <docme@u.washington.edu>
To: betsyw@u.washington.edu
Subject: Re: your request

WHAT IS LIBRARY EXPRESS? Library Express is a fee-based document delivery service for UW patrons. Library Express will retrieve, photocopy & deliver journal articles from the following upper campus branches via campus mail, at your request: Business Administration, Engineering, Suzzallo Allen Periodicals, & Auxiliary Stacks. Turnaround time for request processing is generally 24 hours, Monday-Friday, if materials are available. Campus mail may add up to 2 delivery days.

HOW TO USE LIBRARY EXPRESS: To request an article, fill in the form provided below, using your editor of choice to fill in the blanks. Then forward the completed form to libx@u.washington.edu. (If you are using PINE you may wish to use the "forward" command to edit & send your request. You can then save this message as a e-mail file for later use.) The appropriate charge will be made to your budget #, or credit card account. The cost is $4 per article charged to a departmental budget #, or $4.90 for Visa/Mastercard, check or cash. If you wish to pay by check or cash, we will hold your request for pick up at Suzzallo 260. The following costs will be added when requested: $1.25 for U.S. mail, if off-campus; $3 for FAXed materials.

Copyright law pertains as follows:
The copyright law of the United States (Title 17. United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries & archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be 'used for any purpose other than private study, scholarship or research.' If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of fair use, that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgement, fulfillment of the order would involve violation of copyright law.

Bothell

Branch Campus Request

☐ Pick up Hold ☐ Status? ☐ Cancel
☐ Place Hold ☐ Place Search

University of Washington
Libraries

Today's Date: ______________

Name: ______________________________

Address: ______________________________

____

____

Evening Phone: ______________________________

Date You Need By: ______________

Last Date You Can Use: ______________

Library Card #: 2 9352 ______________

UW ID #: ______________

Status: ☐ Faculty ☐ Staff ☐ Off Campus ☐ Grad Student ☐ Undergrad

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Book Request

☐ Place Hold (allow 2-3 weeks for item to become available)
☐ Indefinite Check-out (SuzStx material for Faculty only)

Author: ______________________________

Title: ______________________________

____

Edition / Publication Date: ______________________________

Call Number & *All* Location(s)

Notice of Copyright Restrictions

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copy-righted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be used "for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

Article/Paper Request

☐ Place Hold

Journal/Conference Title: ______________________________

____

Volume / Issue ______________ Date ______________

Author: ______________ Pages ______________

Article Title: ______________________________

Call Number & *All* Location(s)

2/93

Office Use Only

Send Requested Material Via: ☐ Courier ☐ FAX

Branch Library Notes: ☐ RUSH

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RSS Report

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☐ Hold Placed

2027

☐ Search Placed

☐ Place Hold?

☐ Place Search?

Date	Loc	NOS	NCO	Sort	Recd	In Use: Due	Sent to Bindery	Non Circ

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SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

DOCUMENT DELIVERY SERVICES

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

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U. C. DAVIS

HEALTH SCIENCE LIBRARIES

DOCUMENT DELIVERY SERVICE (DDS)

DOCUMENT DELIVERY SERVICE (DDS)

The Document Delivery Service (DDS) of the UCD Health Sciences Libraries provides a fee-based photocopying services for materials in the Carlson Health Sciences Library and the UCD Medical Center Library. UCD Faculty, staff, graduate students, housestaff, and Medical Library Associates are eligible to use the service.

TO SIGN UP FOR SERVICE

Users may register for the DDS by completing an application form available at the locations listed below. Once the application form is completed, users may begin to request materials from DDS.

Carlson Health Sciences Library:	Interlibrary Loan Service Reference Desk
UCDMC Library:	Circulation/ReferenceDesk

TO SUBMIT REQUESTS

Registered DDS users may request photocopies of journal articles and book chapters from either of the libraries' collections in the following ways:

1. DDS request forms may be submitted to any Document Delivery location during regular library business hours.

2. Request forms may also be sent through the campus mail or the US Postal Service to either of the libraries, care of the Document Delivery Service.

3. Requests can be sent via the Grateful Med/Loansome Doc document delivery ordering system.

4. Up to five (5) requests at one time may be submitted by telephone. Telephone numbers are:

Carlson Health Sciences Library:	752-0579 or 752-1214
UCDMC Library:	754-3533 or 734-3529

5. Computer produced bibliographies may also be submitted, provided they are non-returnable or may be photocopied at the requestor's expense.

PHOTOCOPY SERVICE

Requests will be processed daily, Monday through Friday (usually within 48 hours). Photocopies will be sent out as they are completed. If materials are not immediately available, the requestor will be notified of the reason for the delay.

DELIVERY AND PICK UP OF MATERIALS

Material which is prepaid, charged to a departmental cost center or deposit account, or to be invoiced will be sent to the requester via campus mail or the US Postal Service. Materials will be faxed upon request. Material for which a cash payment is due will be held for pickup at the library unit where the request was made.

COSTS AND PAYMENT

This service is offered on a cost recovery basis for supplies, labor, and equipment. A basic charge of $5.00 will be made for each request up to 10 pages. An additional charge of $ .15/page will be made for each subsequent page.

Payment may be made in the following ways:

1. Departmental recharge: The departmental cost center number must be provided at the time of registration for DDS. Departmental accounts will be recharged on a monthly basis.

2. Deposit accounts: Deposit accounts ($50.00 minimum) may be established. Requestors will be notified when the balance in the account is less than $10.00.

3. Checks or cash. Fees may be pay paid by check, payable to the "Regents of the University of California," or by cash, for the exact amount only.

5. Monthly invoicing.

REQUESTS WHICH CANNOT BE FILLED

If the DDS staff cannot provide the materials requested, the requestor will be notified and alternatives for obtaining them will be suggested if not previously specified on the request forms by the requestor.

QUESTIONS

If you have questions regarding DDS or wish to register for service, call either of the locations listed above.

7/1/91

Service Charges (cont.)

Fax Service

Transmit to your location (No charge to receive requests via Fax)	$ .50 per page

Translation searching	$10.00 minimum
Research assistance (reference)	$25.00 per hour minimum
SDI (Table of Contents service)	$ 1.00 per issue
Computer SDI (Current awareness)	$25.00 set up $50.00 per year plus cost
Computer Literature Searches	$25.00 plus cost
Delivery	priced according to distance
Location information for outside suppliers	$ 3.00
UNMGL catalog searches	$ 1.00 per request

Since June 1980, UNMGL's Document Delivery Service received more than 51,000 requests. The Service successfully completed 98% of these requests. The Service provided all types of materials, including conference papers, journal articles, technical reports and patents, government publications and specifications.

If you are interested in this service, please contact:

Stephen Rollins
Circulation Department
Zimmerman Library
University of New Mexico
Albuquerque NM 87131

Telephone: (505) 277-5056

To place an order, call Randy at 277-7135, or FAX to 277-6019.

LIG014 09/28/89 SR/kfw

DOCUMENT DELIVERY SERVICE

Zimmerman Library University of New Mexico

An efficient document delivery service is a recognized need of researchers. At the University of New Mexico, the General Library offers such a service to those researchers employed at regional facilities. The document delivery service at UNMGL is an integrated approach to document retrieval which combines the various functions of interlibrary loan and bibliographic verification.

Any request for any document is accepted from document delivery customers and requests may be submitted by phone, by mail, or by courier. Requests may also be submitted electronically via the Library's Bulletin Board. The service is designed for those individuals who are willing to pay for a specific document and the delivery of the document to a specific location.

In satisfying the document needs of regional researchers, the General Library utilizes the following resources:

1. UNM's collection of over 1,000,000 volumes.
2. The British Lending Library's collection of journal articles and conference papers.
3. The services of over sixty commercial vendors are available via information retrieval systems offered by DIALOG, BRS, and SDC. These vendors include Chemical Abstracts, Engineering Society Libraries, Commonwealth Agricultural Bureaux, NTIS, Norwegian Institute of Technology, USBE, Scandinavian Information Retrieval Service, National Standards Association, and the Universitatsbibliothek und Technische Informationsbibliothek, Management Contents, and ABI/INFORM.
4. UNMGL will also contact professional societies, authors, or national associations to secure copies of their publications.

The Document Delivery Service also provides translation searching, research assistance, SDI programs, and computer literature searches.

Service Charges

Items supplied from UNMGL collections (includes first 20 pages copied)	$ 5.00
Phone requests for UNMGL materials (includes first 20 pages copied)	$ 6.00
Items supplied from outside sources -plus all handling charges billed to UNMGL	$ 8.25

Photocopying

Photocopying (after first 20 pages)	$ .10 per page
Microfiche to microfiche	$ .25 per sheet

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

PHOTOCOPY SERVICES

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

FAX SERVICE

Zimmerman Library — University of New Mexico

- There are two FAX machines available at the University of New Mexico General Library. The main machine is available at the Interlibrary Loan/Document Delivery Service office at Zimmerman Library. It is used for both the transmitting and receiving of FAX material. The ancillary machine is located at Centennial Science and Engineering Library Copy Center, and is for transmission only.

- Zimmerman Library FAX service hours are 8:00 am to 5:00 pm Monday through Friday. The FAX number, for receptions, is (505) 277-6019.

- FAX service is available to faculty and staff who either have billable UNM account numbers or pay cash.

- Cost for transmission is $3.00 per page for the first five pages and $1.00 per page thereafter.

- Cost for receptions is $1.00 per page, with a minimum of $3.00. This price includes delivery on the main campus. FAXes are usually delivered by ILL personnel within an hour of receipt, provided that the FAX has a name and department or building address.

- Material to be transmitted should be brought to the Interlibrary Loan Office in a format acceptable to the FAX machine. Typed or printed material on white paper works best. Colored paper or handwritten messages should be avoided. Please do not staple, fold, glue, or tape FAX material.

- Patrons must have a complete and valid FAX number including country code and city code, if foreign, and necessary extension number, if applicable. Because current FAX directories are incomplete, patrons must supply valid FAX numbers.

- There are two forms which must be completed: a transmission request (includes UNM account number [if billed], name of department, and office phone number) and a cover sheet (includes name and address of FAX recipient).

- Patrons are encouraged to wait for the FAX transmission to be completed in case any problems arise and to retrieve the original copy of the FAXed material. The original copy may also be mailed on-campus if a self-addressed campus envelope is supplied.

- Adjunct UNM faculty or staff who are expecting an incoming FAX should leave a contact phone number with the Interlibrary loan office.

- Any questions concerning the FAX service should be directed to the Interlibrary Loan Office at 277-5617.

LIG-083 (3/92 RM/agb)

NORTH CAROLINA STATE UNIVERSITY

D. H. HILL LIBRARY PHOTOCOPY PRICES (July 10,1992)

The D. H. Hill Library's photocopy prices increased September 3, 1991, as outlined below. These price changes--the first since January 1, 1986--were made in order to recover the increased costs involved in providing the services.

The primary purpose of the Libraries' photocopy service is to provide good, reasonably priced copies of library materials as a substitute for loan so as to make such materials more readily available to the Libraries' users. It should be realized that it is not the Libraries' objective to provide copy service for non-library materials such as those services provided by the University's Copy Center and by off-campus vendors.

It should be realized also that there are many costs involved in providing copies of materials in the Libraries' collections other than the direct costs for staff, equipment, maintenance, supplies, etc. For example, photocoping damages library materials and increases the repair, binding, replacement, and other preservation costs associated with maintaining the Libraries' collections.

Book & Journal Copy Service*	
cash (over-the-counter)**	$0.15 per copy
charge (NCSU account)**	$0.15 per copy
charge (non-NCSU account)***	$0.25 per copy
handling fee (non-NCSU account)	$5.00 per item
pick-up fee (over-the-counter or NCSU acct)	$4.00 per item
rush fee	$3.00 per item surcharge
telephone orders (includes rush fee)	$5.00 per item surcharge
transparencies	$0.50 per copy
Self-Service Book & Journal Copy Service******	
coin-op	$0.10 per copy
Vendacard:	
blank card	$0.50 each
price per card copy	$0.06 each
Vendacard fee for charge purchases	
NCSU account ($0.06 per copy)	$1.00 per request to encode value on a card.
non-NCSU account ($0.10 per copy)	$0.04 surcharge per $0.06 encoded on the card.
Microform Publications Copy Service*	
paper copy-self service	
coin-op	$0.20 per copy
Vendacard	$0.15 per copy
Vendacard (non-NCSU account charge)	$0.25 per copy ($0.15 plus $0.10 surcharge)
paper copy-staff service-NCSU user**	$0.30 per copy
paper copy-staff service-Others**	$0.50 per copy
fiche copy (cash)	$1.00 per copy
fiche copy (mail and/or bill)	$1.00 per copy plus the microform handling fee.
handling fee-NCSU user	$4.00 per item
handling fee-Others	$8.00 per item
rush fee	50% per item surcharge
Telefacsimile Surcharge********	
page costs	$0.15 per page
telephone line costs:	
in-state	$0.13 per minute
out-of-state	$0.19 per minute

Exceptions to the Above Price Schedule

* If photocopied material is not picked up by the patron after at least two weeks and must be mailed, the following additional charge is added to the regular cost of the order:

NCSU Account:	$1.00
All Others:	$5.00

** Handicapped Service: The cash rate is the Vendacard rate. The charge rate is the usual charge rate without the pick-up fee. Rush service is provided without a rush fee or pick-up fee.

*** Co-op Library Agreements (No handling fees are charged, but rush requests are not exempt from rush fees)

UNC System Libraries - patron use:	$0.05 per copy. Applies only to requests from the main library.
Duke Perkins Library - patron use:	No charge for routine requests. Rush fees do apply.
(Replacement pages for binding and microform copies are charged at the regular campus rate for both above agreements.)	
National Humanities Center:	Non-NCSU account charges. No handling fee.
Medical School Libraries:	Requests received directly by the Veterinary Medical Library are charged at the standard medical library rates. Such requests are not forwarded to the Hill Library.

**** Unit Vendacards no longer operate the machines, and must be returned to Photocopy Services to have the units converted to cash value.

*****UNC system and State medical libraries fax requests are limited to rush requests & a $3.00 rush fee is charged. No fax surcharge.

SYSTEMS AND PROCEDURES EXCHANGE CENTER

ELECTRONIC REFERENCE SERVICES

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

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UNIVERSITY OF CALIFORNIA, IRVINE

e-ref: Electronic Reference Service at UCI

What is "electronic reference service"?

In much the same way that traditional reference service answers questions and assists patrons in person, and telephone reference provides service over the phone, **electronic reference** communicates via electronic mail/computer terminal. Patrons eligible for e-ref (see below) may send their questions to ANSWER and receive answers (or further communication in a quasi-"reference interview") via email within 24 hours. Electronic reference service has advantages over traditional (in person) and telephone reference in that the library need not be open or the phones covered for the question to be asked. Patrons unable to speak to a reference librarian when both librarians are busy may prefer to use e-ref instead. Disadvantages include limited opportunity for a full-fledged reference interview and the next-day delay factor.

Who's eligible for e-ref at UCI?

At present, e-ref is available only to UCI faculty and staff, although use is so minimal that it's no problem if graduate students also use this service. Electronic reference began on ORION and does not have a cc:mail address. The service could be expanded to a larger audience, but in the first, "experimental" year, the reference department wanted to see how many questions would come in from the smaller, target audience.

How does e-ref work?

The patron sends his/her reference question to **answer@orion** and is acknowledged with the caveat that on Mondays through Thursdays the library will get back to him/her within 24 hours. Questions that arrive on Friday, Saturday, and Sunday will be answered by Tuesday.

Initially, the e-ref task force (Woo, Lucas, Sisson, Toyofuku) rotated the responsibility of checking **answer** at least once a day. For example, Barb checked it every Monday, Tony checked it on Tuesdays and Thursdays, etc. Whoever picked up the question was responsible for getting back to the patron. In some instances, we referred questions to each other and/or got help from the most appropriate subject bibliographers. So, Barb occasionally phoned me for assistance with a question best answered from Main Library resources, and I consulted with Locke once about biographical information about engineers. On a few occasions, the e-mailed answers have been acknowledged with the patrons' thanks.

Use of electronic reference has been extremely low. On average, about 2 questions per month appear, so checking it on Orion usually yields nothing. Instead of rotating the daily checking, Tony and John now check it daily and route questions to Barb and Christina as appropriate. The task force's research of electronic reference services showed that use elsewhere of a system comparable to ours would be low.

How is e-ref publicized?

When the experiment first began in September 1991, all of the subject bibliographers were informed of the new service and encouraged to "market" it to their faculty and staff. Some faculty and staff are already in the habit of directly contacting--by phone, paper-mail, and/or email--their subject bibliographers, and e-ref is not necessarily meant to replace those well-established communication channels. Since e-ref depends upon a computer terminal, only those faculty and staff who have one can take advantage of this service.

What kinds of questions have been answered?

They vary widely, and (we think) they have come from a variety of departments. They include citation checking (e.g., patron has title, author, but no journal; patron wants the order number for buying a dissertation from UMI); requesting of information about an article too new for Current Contents or new but not covered by Current Contents (Barb heroically was able to get a librarian at UCSD to fax information in Russian to us for the patron), minor literature searches (e.g., What articles have been written by candidates coming to UCI for interviews in the School of Engineering? What biographical information can we find about them? For the same engineering professor, a search in PsycLIT for articles on 9- and 16-square puzzles), assisting with renewal of books for a graduate student (who had moved out of state).

Some questions have taken considerable time to research and answer, and the 24-hour turn-around time usually means dropping everything to answer them. Still, because so few questions come in, there has been no real hardship.

Issues and possibilities: where could we go from here?

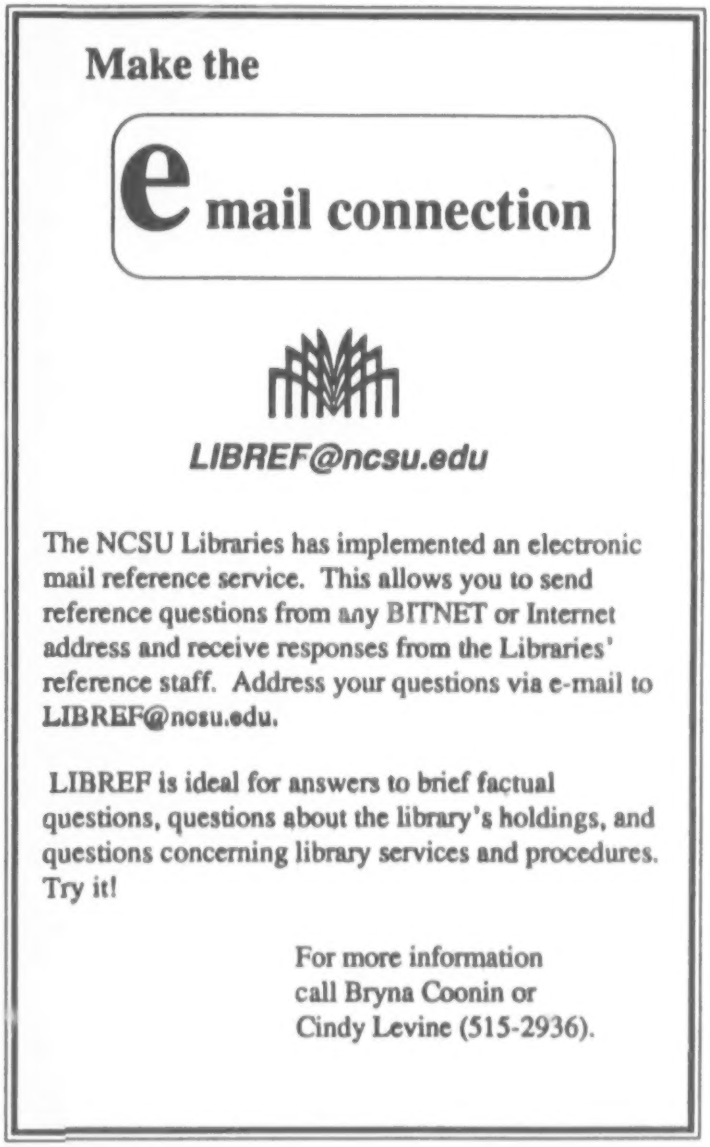
The task force's research showed us that patrons were not flocking to e-ref the way bank customers have flocked to automatic teller machines. "Instant gratification" (aka "I need this information NOW.") is not something that e-ref is providing. However, it does allow the patron to unload the question NOW--as in a list-server--and go back later to look for a response.

A - More aggressive marketing by subject bibliographers might increase use, but to some extent e-ref competes with the direct communication channel between faculty/staff and appropriate subject bibliographer.

B - E-ref could be expanded to all graduate students, but then again subject bibliographers might prefer to get questions from their students directly.

C - Giving e-ref a window in ANTPAC might increase use dramatically. The task force has thought about the variety of inquiries that might come in (e.g., questions other than "reference" questions but those suggesting books to buy); they could be routed for answering by the appropriate department/individual. Months ago the task force discussed with Diane Bisom the possibility of allowing patrons to ask questions/make comments/use an electronic suggestion box in ANTPAC. With no increase in staffing in sight, creating more e-ref may not be a smart idea.

C. Woo · 12/92



Make the

e mail connection

LIBREF@ncsu.edu

The NCSU Libraries has implemented an electronic mail reference service. This allows you to send reference questions from any BITNET or Internet address and receive responses from the Libraries' reference staff. Address your questions via e-mail to LIBREF@ncsu.edu.

LIBREF is ideal for answers to brief factual questions, questions about the library's holdings, and questions concerning library services and procedures. Try it!

For more information
call Bryna Coonin or
Cindy Levine (515-2936).

SUNY AT BUFFALO

Try the new

E-MAIL REFERENCE SERVICE

offered by the Science and Engineering Library!

ASKSEL

Do you have questions, but don't have the time to come into the Science and Engineering Library?

Use the e-mail address:
ASKSEL
(on the IBM, VAX, or UNIX platforms)

Some of the MANY POSSIBILITIES:

- **Get an easily found piece of information such as verifying a citation, the address of a research institution, or the meaning of an acronym.**
- **Arrange to meet with a librarian for an in-depth reference question, to discuss an online search, or to learn more about the science and technology databases available at SEL.**
- **Recommend a new title for purchase.**
- **SOON — if what you need is not found in BISON, you may send an Interlibrary Loan Request electronically for a copy of an item not owned by the University Libraries.**

ASKSEL is checked daily, Monday — Friday. Your response will be directed to the appropriate SEL staff member with initial responses in 24 hours. If you have any questions, call the Library at 645-2946 or *send us an e-mail message via ASKSEL* !!!!

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     A        S        K   K    U       U    G G G     L
    A A     S   S      K  K     U       U   G      G   L
   A   A    S          K K      U       U   G          L
   A A A      S S      KK       U       U   G    G G   L
   A   A          S    K K      U       U   G      G   L
   A   A      S   S    K  K     U       U   G     GG   L
   A   A        S      K    K    U U U       G G G     L L L L
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ASKUGL is a new service being offered by the Undergraduate Library Reference Department beginning in mid-November. It enables UB faculty, staff, and students to ask informational questions via electronic mail, with responses within 24 hours.

The service was designed to assist you with your research in the same way reference questions are answered in person or over the phone. As with any reference question, the Undergraduate Library cannot take responsibility for the use of the material after it has been sent. Medical and/or legal advice will not be given and, in some instances, we will refer you to the best library for your needs. Questions best suited for this service require quick, factual answers. Examples:

- Do any of the libraries own the journal *Environment*? What was the last issue received?
- I forgot to write down the publisher of the book Monsters of Architecture. Could you find it?
- Who is the author of the book Moon Lady, which the UB libraries do not own.
- Which index should I search in to find articles in scholarly journals on the topic child abuse?
- Do you know the phone number and address for GTI Corporation?
- How do I cite an article for a bibliography using the APA format?
- What are the library's hours and when is there a reference librarian on duty?
- On what date was cease-fire declared in the Persian Gulf War?
- What is the population of Luxembourg?

Send questions to:

ASKUGL@ubvm or **ASKUGL@ubvm.cc.buffalo.edu**

Send comments or suggestions to: C110jcug@ubvm

We look forward to hearing from you!

THE D. B. WELDON LIBRARY
REFERENCE DEPARTMENT

ELECTRONIC REFERENCE SERVICE

The Reference Department of The D. B. Weldon Library is pleased to announce that it is a test site for an *electronic reference service* for the subject areas within its responsibility (social sciences, arts, kinesiology, journalism, and library and information science.) This will allow a person with access to any e-mail system to ask a question of the Reference Department. The service is meant for specific kinds of questions only, e.g. brief factual questions, and is not meant to be a substitute for coming into the library for in-depth service.

The service will work as follows: Reference Desk staff in The D. B. Weldon Library will clear a special electronic mailbox once daily at 9:00 a.m. (Monday through Friday) and reply within 24 hours, either with an answer (in most cases) or with a reason why the question can not be answered. All questions will be handled in a confidential manner.

To reach this new service, an e-mail address **dbwref@lib.uwo.ca** has been set up. To reach this address, it is necessary to have an account on a campus (or other) computer which allows e-mail or Internet access.

Instructions for Submitting Questions

1.) Use your computer to access your e-mail mailbox. Each system (OASIS, elm, etc.) uses different phone numbers, protocols, etc. so if you need help in getting as far as your e-mail system or in using e-mail, you should check with your system's administrator.

2.) The e-mail address for this service is dbwref@lib.uwo.ca. Type your question and send it to this address. Please also include telephone number(s) where you can be reached during the day as further information may be required.

3.) Check your e-mailbox later in the day. In most cases, there will be an answer by early afternoon. In other cases, we will provide a reason why it can not be answered or the reason why it will take a longer period of time to answer than 24 hours.

4.) We would appreciate your letting us know if you have found the service worthwhile, along with any comments for improvements. Please use the same address for your comments.

Mary Ann Mavrinac, Head
Reference Department
The D. B. Weldon Library

TECHNICAL HELP

Location and Circulation Codes

New York University
Elmer Holmes Bobst Library

Bobcat Bulletin 3

LIBRARY LOCATIONS -- The first word in a BobCat location code is the name of the institution that owns that item. The abbreviations after the slash indicate the section or collection where the item is shelved.

BOBST/Bobst Library

/BAFCRF	Reference, Avery Fisher Center, floor 2
/BAFCRES	on Reserve in Avery Fisher Center, floor 2
/BAFCTR	Avery Fisher Center, floor 2
/BARCHV	NYU Archives, floor 10
/BCLOSE	Reserve closed section, level A
/BMICRO	Microform Reading Room, level A
/BMUSRF	Music Reference, floor 2
/BPROF	ask at Reference, main floor

/BREF1	General & Humanities Reference, main floor
/BREF6	Social Science & Business Reference, floor 6
/BREF6	IInternational Reference, Soc. Sci. & Bus., floor
/BREF9	Science Reference, floor 9
/BRESRV	Reserves, level A
/BSPCOL	Special Collections, floor 3
/BSTACK	Open stacks on floors 2, 4-10
/BTAM	Tamiment Library & Wagner Archives, floor 10/

ACF/ACF Academic Computing Facility

ACADMY/ACADMY New York Academy of Art

COOPER/ *Cooper Union Library*

/CATLAS	Atlases
/CCOOPR	Cooper Archive
/CCS	Closed Section
/CSLIDE	Slide collection (books)
/CINDEX	Indexes
/CREF	Reference
/CRESRV	Reserves
/CSTACK	Main stacks

CIMS/M *Courant Institute of Mathematical Sciences*

/MSTACK	Stacks
/MREF	Reference
/MPER	Periodicals
/MSPEC	Special Collections
/MRESRV	Reserves
/MTECH	Technical reports
/MMICRO	Micro-film/fiche

IFA/ *Institute of Fine Arts and the Conservation Center Library*

/FCFCHE	Conservation Center microfiche
/FCLASS	IFA Classics
/FCLREF	IFA Classics Reference
/FCMFLM	Conservation Center microfilm
/FCPER	Conservation Center periodicals
/FCREF	Conservation Center Reference
/FCSPCO	Conservation Center Special collections
/FCSTAK	Conservation Center Open stacks
/FFICHE	IFA Microfiche
/FFOLIO	IFA Folio section
/FMFILM	IFA Microfilm
/FORIEN	IFA Oriental
/FORPER	IFA Oriental periodicals
/FPER	IFA Periodicals
/FREF	IFA Reference
/FSPCOL	IFA Special collections
/FSTACK	IFA Stacks

STERN/former Stern Library; all materials now at Bobst Library

/GINTRF	= BOBST/BREF6I (International Ref., floor 6)
/GREF	= BOBST/BREF6 (Soc. Sci. & Bus. Ref., floor 6)
/GSTACK	= BOBST/BSTACK

KEVORK/KEVORK Kevorkian Center

NEWPAR/ *New School for Social Research or Parsons School of Design*

/NATLAS	New School atlases
/NCLOSE	New School closed section
/NINDEX	New School indexes
/NPER	New School periodicals
/NREF	New School reference
/NRESRV	New School Reserves
/NSTACK	New School open stacks
/NTHSIS	New School theses
/PREF	Parsons Reference
/PRESRV	Parsons Reserves
/PSPCOL	Parsons Special collections

COMMAND STACKING

If you know the sequesnce of commands, you can save time by time by typing them in the same line, separating each command with the forward slash/. For wsample: CIT/5 displays the fifth item in a citation list.

ONLINE HELP

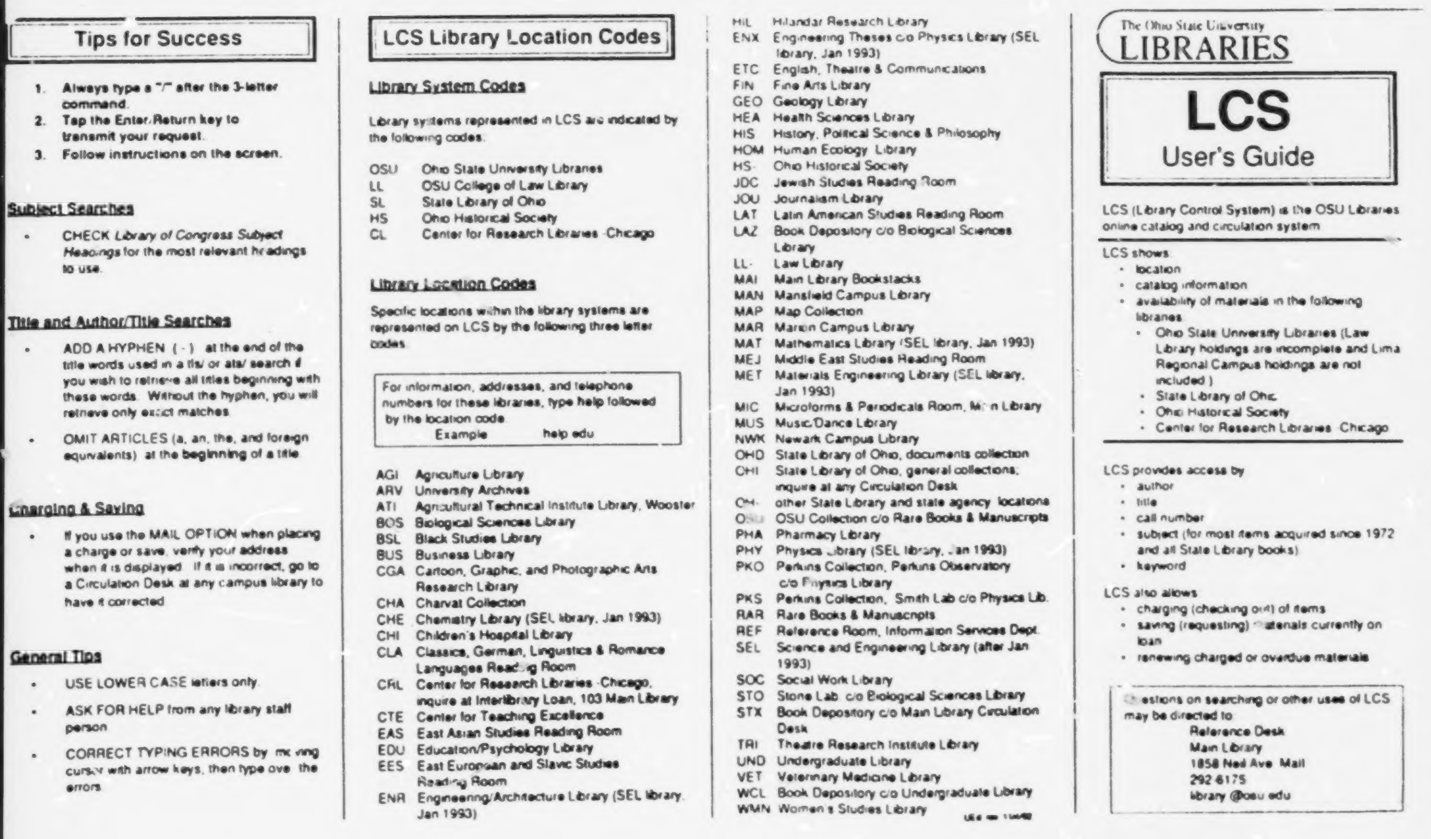
HELP	Gets relevant online help at any point
COMMAND HELP	Displays a complete list of BobCat commands
ADVANCED HELP	Describes advanced search features (Boolean and command stacking)

** The complete text of BobCat Bulletins 1 - 5 (Introduction to BobCat, list of location and circulation status codes, directions for the limit function and Boolean searching) are available through NYU-Net's Information server. To see this information, follow directions above for connecting to NYU-Net - BUT - instead of typing "connect BobCat", type "connect info". Then follow the menu options to choose INFORMATION, then LIBRARIES, then BOBCAT.

TROUBLESHOOTING GUIDE

If this happens --	**Try --**
NYU-NET response: *bobct was not found.*	Check spelling (did you spell it "bobct" like here?), then try again. If you continue to get this message, there may be a temporary network problem. Try again in a few minutes.
NYU-NET response: *no response for specified name.*	Check spelling of <bobcat>, then try again. If you continue to get this message, there may be a network problem - call 998-3333.
Connect...Success, but no further response. or *Connect...Success*, but then *Sorry, system is not available at this time.*	BobCat is temporarily unavailable. Try again in a few minutes.
Your modem indicates "No Carrier"	For dial access users, all NYU-NET dial-up ports are busy. Try again in a few minutes.
Garbled output (extra characters, letters missing, weird symbols appear).	For dial access users, this indicates a telecommunications compatibility problem. Check the communications setting (parity, bits, etc.), then hang up, reset the modem, and try dialling again.nyunet.bob

OHIO STATE UNIVERSITY



Tips for Success

1. **Always type a "/" after the 3-letter command.**
2. **Tap the Enter/Return key to transmit your request.**
3. **Follow instructions on the screen.**

Subject Searches

- CHECK *Library of Congress Subject Headings* for the most relevant headings to use.

Title and Author/Title Searches

- ADD A HYPHEN (-) at the end of the title words used in a tls/ or ats/ search if you wish to retrieve all titles beginning with these words. Without the hyphen, you will retrieve only exact matches.
- OMIT ARTICLES (a, an, the, and foreign equivalents) at the beginning of a title.

Charging & Saving

- If you use the MAIL OPTION when placing a charge or save, verify your address when it is displayed. If it is incorrect, go to a Circulation Desk at any campus library to have it corrected.

General Tips

- USE LOWER CASE letters only.
- ASK FOR HELP from any library staff person.
- CORRECT TYPING ERRORS by moving cursor with arrow keys, then type over the errors.

LCS Library Location Codes

Library System Codes

Library systems represented in LCS are indicated by the following codes:

OSU	Ohio State University Libraries
LL	OSU College of Law Library
SL	State Library of Ohio
HS	Ohio Historical Society
CL	Center for Research Libraries -Chicago

Library Location Codes

Specific locations within the library systems are represented on LCS by the following three letter codes.

For information, addresses, and telephone numbers for these libraries, type help followed by the location code.
Example   help edu

AGI	Agriculture Library
ARV	University Archives
ATI	Agricultural Technical Institute Library, Wooster
BOS	Biological Sciences Library
BSL	Black Studies Library
BUS	Business Library
CGA	Cartoon, Graphic, and Photographic Arts Research Library
CHA	Charvat Collection
CHE	Chemistry Library (SEL library, Jan 1993)
CHI	Children's Hospital Library
CLA	Classics, German, Linguistics & Romance Languages Reading Room
CRL	Center for Research Libraries -Chicago, inquire at Interlibrary Loan, 103 Main Library
CTE	Center for Teaching Excellence
EAS	East Asian Studies Reading Room
EDU	Education/Psychology Library
EES	East European and Slavic Studies Reading Room
ENR	Engineering/Architecture Library (SEL library, Jan 1993)
HIL	Hilandar Research Library
ENX	Engineering Theses c/o Physics Library (SEL library, Jan 1993)
ETC	English, Theatre & Communications
FIN	Fine Arts Library
GEO	Geology Library
HEA	Health Sciences Library
HIS	History, Political Science & Philosophy
HOM	Human Ecology Library
HS-	Ohio Historical Society
JDC	Jewish Studies Reading Room
JOU	Journalism Library
LAT	Latin American Studies Reading Room
LAZ	Book Depository c/o Biological Sciences Library
LL-	Law Library
MAI	Main Library Bookstacks
MAN	Mansfield Campus Library
MAP	Map Collection
MAR	Marion Campus Library
MAT	Mathematics Library (SEL library, Jan 1993)
MEJ	Middle East Studies Reading Room
MET	Materials Engineering Library (SEL library, Jan 1993)
MIC	Microforms & Periodicals Room, Main Library
MUS	Music/Dance Library
NWK	Newark Campus Library
OHD	State Library of Ohio, documents collection
OHI	State Library of Ohio, general collections; inquire at any Circulation Desk
OH-	other State Library and state agency locations
OSU	OSU Collection c/o Rare Books & Manuscripts
PHA	Pharmacy Library
PHY	Physics Library (SEL library, Jan 1993)
PKO	Perkins Collection, Perkins Observatory c/o Physics Library
PKS	Perkins Collection, Smith Lab c/o Physics Lib.
RAR	Rare Books & Manuscripts
REF	Reference Room, Information Services Dept.
SEL	Science and Engineering Library (after Jan 1993)
SOC	Social Work Library
STO	Stone Lab c/o Biological Sciences Library
STX	Book Depository c/o Main Library Circulation Desk
TRI	Theatre Research Institute Library
UND	Undergraduate Library
VET	Veterinary Medicine Library
WCL	Book Depository c/o Undergraduate Library
WMN	Women's Studies Library

[illegible]

The Ohio State University
LIBRARIES

LCS
User's Guide

LCS (Library Control System) is the OSU Libraries online catalog and circulation system

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LCS shows:
- location
- catalog information
- availability of materials in the following libraries:
  - Ohio State University Libraries (Law Library holdings are incomplete and Lima Regional Campus holdings are not included.)
  - State Library of Ohio
  - Ohio Historical Society
  - Center for Research Libraries -Chicago

LCS provides access by
- author
- title
- call number
- subject (for most items acquired since 1972 and all State Library books)
- keyword

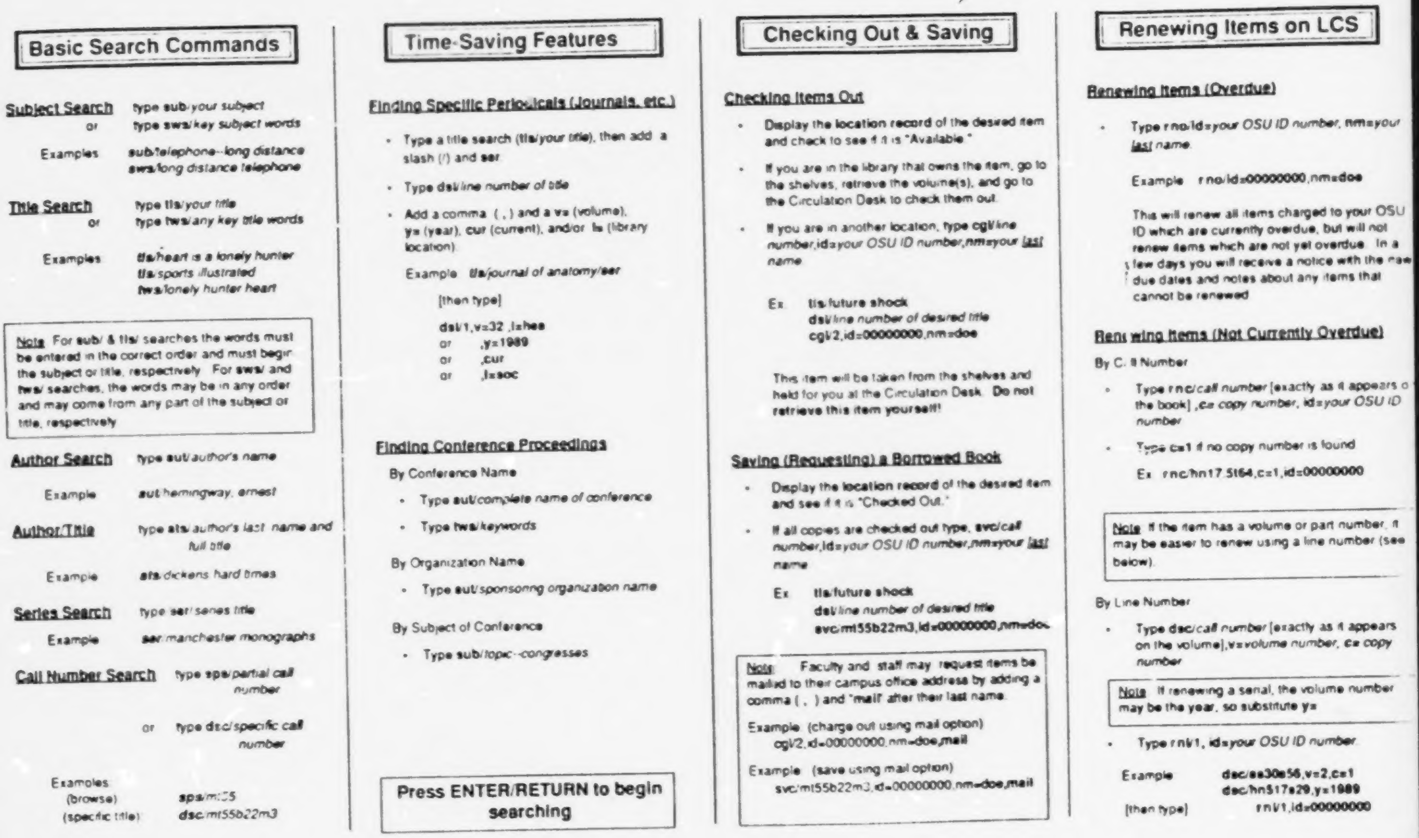
LCS also allows
- charging (checking out) of items
- saving (requesting) materials currently on loan
- renewing charged or overdue materials

Questions on searching or other uses of LCS may be directed to:

Reference Desk
Main Library
1858 Neil Ave. Mall
292-6175
library@osu.edu

OHIO STATE UNIVERSITY

"LCS USER"S GUIDE" brochure



Basic Search Commands

Subject Search type **sub/***your subject*
or type **sws/***key subject words*

Examples **sub/***telephone--long distance*
sws/*long distance telephone*

Title Search type **tls/***your title*
or type **tws/***any key title words*

Examples **tls/***heart is a lonely hunter*
tls/*sports illustrated*
tws/*lonely hunter heart*

Note For **sub/** & **tls/** searches the words must be entered in the correct order and must begin the subject or title, respectively. For **sws/** and **tws/** searches, the words may be in any order and may come from any part of the subject or title, respectively.

Author Search type **aut/***author's name*

Example **aut/***hemingway, ernest*

Author/Title type **ats/***author's last name and full title*

Example **ats/***dickens hard times*

Series Search type **ser/***series title*

Example **ser/***manchester monographs*

Call Number Search type **sps/***partial call number*

or type **dsc/***specific call number*

Examples
(browse) **sps/***mt55*
(specific title) **dsc/***mt55b22m3*

Time-Saving Features

Finding Specific Periodicals (Journals, etc.)

- Type a title search (**tls/***your title*), then add a slash (/) and **ser**
- Type **dsl/***line number of title*
- Add a comma (,) and a **v=** (volume), **y=** (year), **cur** (current), and/or **l=** (library location)

Example **tls/***journal of anatomy/***ser**

[then type]

dsl/1,v=32 ,l=hea
or **,y=1989**
or **,cur**
or **,l=soc**

Finding Conference Proceedings

By Conference Name

- Type **aut/***complete name of conference*
- Type **tws/***keywords*

By Organization Name

- Type **aut/***sponsoring organization name*

By Subject of Conference

- Type **sub/***topic--congresses*

Press ENTER/RETURN to begin searching

Checking Out & Saving

Checking Items Out

- Display the **location record** of the desired item and check to see if it is "Available."
- If you are in the library that owns the item, go to the shelves, retrieve the volume(s), and go to the Circulation Desk to check them out.
- If you are in another location, type **cgl/***line number*,**id=***your OSU ID number*,**nm=***your last name*

Ex **tls/future shock**
dsl/*line number of desired title*
cgl/2,id=00000000,nm=doe

This item will be taken from the shelves and held for you at the Circulation Desk. **Do not retrieve this item yourself!**

Saving (Requesting) a Borrowed Book

- Display the **location record** of the desired item and see if it is "Checked Out."
- If all copies are checked out type, **svc/***call number*,**id=***your OSU ID number*,**nm=***your last name*

Ex **tls/future shock**
dsl/*line number of desired title*
svc/mt55b22m3,id=00000000,nm=doe

Note Faculty and staff may request items be mailed to their campus office address by adding a comma (,) and "**mail**" after their last name.

Example (charge out using mail option)
cgl/2,id=00000000,nm=doe,**mail**

Example (save using mail option)
svc/mt55b22m3,id=00000000,nm=doe,**mail**

Renewing Items on LCS

Renewing Items (Overdue)

- Type **rno/id=***your OSU ID number*, **nm=***your last name*.

Example **rno/id=00000000,nm=doe**

This will renew all items charged to your OSU ID which are currently overdue, but will not renew items which are not yet overdue. In a few days you will receive a notice with the new due dates and notes about any items that cannot be renewed.

Renewing Items (Not Currently Overdue)

By Call Number

- Type **rnc/***call number* [exactly as it appears o the book] ,**c=** *copy number*, **id=***your OSU ID number*
- Type **c=1** if no copy number is found

Ex **rnc/hn17.5t64,c=1,id=00000000**

Note If the item has a volume or part number, it may be easier to renew using a line number (see below).

By Line Number

- Type **dsc/***call number* [exactly as it appears on the volume],**v=***volume number*, **c=** *copy number*

Note If renewing a serial, the volume number may be the year, so substitute **y=**

- Type **rnl/1, id=***your OSU ID number*.

Example **dsc/ea30e56,v=2,c=1**
dsc/hn517e29,y=1989
[then type] **rnl/1,id=00000000**

BISON
Buffalo
Information
System
ONline
University
at Buffalo

BISON REMOTE

Questions and Answers

1. What is BISON REMOTE?

➤ BISON REMOTE enables you to search BISON (Buffalo Information System ONline), the on-line system of the University Libraries, from non-library locations. Some BISON REMOTE users will make a direct network or terminal server connection, typically from campus offices or public terminal sites. Many BISON REMOTE users will dial-in, usually from dormitory or off-campus locations, using a modem and telecommunication software.

2. What University Libraries and what types of library materials are included in BISON REMOTE?

➤ When you use BISON REMOTE you can look at the holdings of all ten libraries of the University at Buffalo. BISON REMOTE'S BCAT database includes locations and call numbers for books, periodical titles, audio-visual materials, microforms and government documents. BISON REMOTE'S five index databases include citations to recent periodical articles in a wide range of subject areas. Index files presently listed on the Database Selection Menu are: *IRGA (Readers' Guide to Periodical Literature), ISOC (Social Sciences Index), IHUM (Humanities Index), ISCI (General Science Index),* and *ITEC (Applied Science/ Technology Index).*

3. Who is eligible to use BISON REMOTE?

➤ Anyone with an interest in books, journals, etc. owned by the University Libraries can search BCAT. However, you must have a current University at Buffalo ID card with a barcode number to access the Index Files.

4. When is BISON REMOTE available?

➤ BISON REMOTE is available from Monday -- Thursday, 8 AM – Midnight; Friday and Saturday, 8 AM – 10 PM; Sunday, Noon – Midnight.

5. Is there a fee for searching BISON REMOTE?

➤ No, searching is free.

6. Do I need a password?

➤ No, you do not need a password to search BCAT. However, you must enter your barcode number to use any of the Index Files.

7. If I am a dial-in user (i.e., non-network user), what equipment, in addition to a personal computer is recommended to access BISON REMOTE?

➤ A Hayes compatible modem that will run at either 300, 1200, 2400 or 9600 baud rates and telecommunication software. While you can use any telecommunication software to access BISON REMOTE, you will receive assistance from University Computing Services only if you use KERMIT. The latest release of KERMIT is available free of charge through the University Computing Services A-V/Microcomputer Information Center, Room 201A Capen Hall, Science and Engineering Library, North Campus. Just bring in a blank computer disk and you will be supplied with KERMIT and a user guide to assist you with the dial-in process.

For service hours, call the A-V/Microcomputer Information Center at 645-3506.

January 1993

8. How exactly do I make a connection to BISON REMOTE?

❧ If you are a dial-in user (via a modem) see the instructions *Making the BISON REMOTE Connection: Microcomputer/Modem Users*. If you are a network user see the companion instructions *Making the BISON REMOTE Connection: Network Users*.

IMPORTANT: After making your connection, if you leave your terminal unattended for 15 minutes, your BISON REMOTE connection will be broken and your search will be lost.

9. After making the connection and getting the first BISON REMOTE screen how do I search?

❧ You can search BISON REMOTE by author (a=), title (t=), call number (c=), subject (s=), subject medical (sm=) and keyword (k=). If you haven't searched BISON before, or if you need to refresh your memory on searching techniques, BISON REMOTE provides Help screens.

For example, if you want to learn how to search by author, type **exp a**, then press **<return>**. If you want to search by title, type **exp t <return>**, by Library of Congress Subject Headings, type **exp s <return>**, by National Library of Medicine (MESH) Subject Headings, type **exp sm <return>**, by keyword, type **exp k <return>**, and by call number, type **exp c <return>**.

You can also call the Information desks of any of the following University Libraries during regular reference hours for advice on searching techniques: General Libraries (Lockwood Library, Science & Engineering Library, Undergraduate Library) 645-2945; Health Sciences Library, 829-3900; Law Library, 645-2047; Music Library, 645-2924.

10. Can I print my search results?

❧ Yes, you can print one screen at a time. If you are using KERMIT, press <Print Screen>. If you are using different telecommunication software, follow the instructions for that package.

11. Can I save my search results to disk?

❧ Yes, if you are using KERMIT you can save to disk one screen at a time, by pressing < CTRL/END>. The screen(s) will be saved in a file called KERMIT.SCN found in the same directory as your KERMIT software. If you are using different telecommunication software, follow the instructions for that package.

12. How can I obtain the library materials I identify in BISON?

❧ Go to the Library holding each item you identify. We will be happy to direct you to the correct shelving location.

13. What do I do if BISON REMOTE tells me that an item I want is on order? In process? Needs a BISON Trace? What if the screen gives me the message "For staff use only. Ask a librarian for assistance?"

❧ Go to any University Library. We will help you by answering your questions and providing you with the necessary forms to assist you in obtaining the material you need. For quicker service, bring along a print-out of the screen which contains any of the above messages.

14. What do I do if the University Libraries do not seem to own what I am looking for?

❧ First verify that we do not actually own the item by either calling or coming into the appropriate library during regular reference desk hours. If we do not own the item, you may submit an Interlibrary Loan request.

15. As a BISON REMOTE user, how will I know when the system has been modified and/or upgraded in any way?

❧ You are invited to register as a BISON REMOTE user by returning the enclosed registration form. We will notify you should BISON REMOTE be modified and/or upgraded in the future.

SPEC

SYSTEMS AND PROCEDURES EXCHANGE CENTER

SELECTED READINGS

ASSOCIATION OF RESEARCH LIBRARIES OFFICE OF MANAGEMENT SERVICES

Selected Readings

Albiges, Luce-Marie. "Remote Public Access to Picture Databanks." *Audiovisual Librarian* 18 no. 1 (1992): 2-27.

Bellamy, Lois M., John T. Silver, and Mary King Givens. "Remote Access to Electronic Library Services through a Campus Network." *Bulletin of the Medical Library Association* 79 no. 1(1991): 53-62.

Bristow, Ann. "Academic Reference Service over Electronic Mail." *College and Research Libraries News* 10(1992): 631-637.

Cutright, Patricia and Kenneth M. Girrard. "Remote Access to CD-ROM for the Distant Learner." *CD-ROM Professional* 4(1991): 80-82.

Davis, Jinnie Y. "Remote Access to Online Catalogs." *SPEC Kit* 142. Washington, DC: Association of Research Libraries, March 1988.

Fitzwater, Diana, Bernard Fradkin, and William Brittain, Jr. "Remote Use of CD-ROM." *Community and Junior College Libraries* 7 no. 2(1991): 55-58.

Kalin, Sally Wayman. "The Invisible Users of Online Catalogs: A Public Services Perspective." *Library Trends* 35(1987): 587-595.

Lewontin, Amy. "Providing Online Services to End Users Outside the Library." *College and Research Libraries News* 1(1991): 21-22.

Machovec, George S. "Locally Loaded Databases in Arizona State University's Online Catalog Using the CARL System." *Information Technology and Libraries* 8(1989): 161-171.